

Terms and Conditions for Basiskort, including Commuter Combi

Valid from 25 June 2026

Version 2

Commuter Combi

Please note that the following functionality and services will only be available in the second half of 2026:

- **Purchase of Commuter Combi periods at the transport operators' sales outlets**
- **Information about your purchased Commuter Combi period via the self-service solution or by contacting Rejsekort Customer Centre**

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Terms and Conditions for Basiskort

Basiskort is a chip card for purchasing tickets/travel authority. The card can be used for travel by bus, train, metro, and light rail.

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 Basiskort.

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

The Basiskort (including with Commuter Combi) must be linked to an account with a valid payment method to be used for check in.

The terms and conditions applicable at any given time can be found at www.rejsekort.dk, via the self-service solution, or by contacting a sales outlet. You can find an overview of current sales outlets at www.rejsekort.dk/salgssteder. Please note that not all sales outlets offer all services.

Rejsekort & Rejseplan A/S is the data controller for the processing of personal data in the Basiskort system. You can read about the processing of your personal data in the Privacy Policy for Basiskort, which can be found on our website www.rejsekort.dk under "Terms and conditions".

1 General about Basiskort

A Basiskort can be used to purchase tickets/travel authority and thereby pay for travel by bus, train, metro, and light rail with the transport operators affiliated with Rejsekort & Rejseplan A/S.

It is your responsibility to know the rules for using Basiskort.

You must create an account, link a valid payment method, and purchase a Basiskort in order to use Basiskort for travel. When a Basiskort has been correctly checked in at a Check Point, the card can be used as valid ticket/travel authority. A Check Point is the card reader that must be used for check in and check out and is located at stations and on buses.

You can read more about check in and check out in section 3.3.1. You can read more about adding additional travellers, dogs, and bicycles when travelling with your Basiskort in section 3.3.2.

You can purchase Commuter Combi periods for your Basiskort, allowing you to travel unlimited within a selected geographical area (e.g. a route or certain zones) and for a selected period (e.g. 30 days). Read more about Commuter Combi in sections 3.2 and 3.6.

1.1 Affiliated transport operators

The affiliated transport operators are:

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

- DSB, Telegade 2, 2630 Taastrup, www.dsb.dk
- Metroselskabet, Metrovej 5, 2300 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
- Greater Copenhagen Light Rail, Metrovej 5, 2300 Copenhagen S, www.dinletbane.dk/da/

You can also use your Basiskort on Skånetrafiken trains in Denmark as well as on a single bus route in Northern Germany (Bus line 110 Sønderborg–Flensburg).

You cannot use your Basiskort on Bornholm and smaller islands. See www.rejseplanen.dk for travel.

1.2 Transition rules

The Basiskort system is an independent system that is not connected to the system linked to the physical Rejsekort and card readers with “Blue Point”, which will close during 2026. If you have used the physical Rejsekort system, please note the following:

- Your personal data, any earned discount level, and travel history are not shared between the two systems
- You only have one one-time opportunity to transfer quantity discount in the form of your discount level from your physical Rejsekort to your Basiskort. Read more about the possibility of manually transferring discount levels in section 3.13
- You cannot transfer any balance from your physical Rejsekort to your Basiskort or account
- Different rules apply for correct check in and check out in the two systems

2 Travel rules

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

The Joint National Travel Regulations contain 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.

The Joint National Travel Regulations also contain information about through tickets (tickets purchased as a single purchase for a continuous journey involving multiple of the following: train, light rail, local railway train, and metro).

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

3 About Basiskort

Basiskort is a personal card that can be used to purchase tickets/travel authority.

3.1 Creating an account

You must create a personal account in order to use Basiskort. Account creation can take place directly via the self-service solution, at the transport operators' sales outlets, or with assistance from Rejsekort Customer Centre. If you have already created an account for the Rejsekort app, this account must also be used for the Basiskort.

It is required that your account information is correct at all times and that you only have one active account. Your account is personal and can therefore only be linked to one email address and one customer/you as a person. Violation of this is considered misuse. You can read more about the consequences of misuse in section 10.

With your account, you can use both Basiskort and the Rejsekort app. If you change your account information, change payment method, or transfer quantity discount, the change will take effect on your account and apply to both Basiskort and the Rejsekort app. You can edit your information yourself in Self-Service. You can also get assistance from Rejsekort Customer Centre or at the transport operators' sales outlets.

3.2 Commuter Combi

Commuter Combi is a combined solution where you can have a prepaid ticket valid for a selected period and within a selected commuter area, while simultaneously using your Basiskort to continuously purchase tickets in areas and/or for periods not covered by your prepaid ticket.

You can purchase Commuter Combi periods at any time, and you do not need to do anything special to activate this additional purchase option on your account or on your existing Basiskort.

If you travel outside your selected commuter area, or if you do not have an active Commuter Combi period, your Basiskort functions as a regular Basiskort without Commuter Combi, where you pay for each individual journey, you make. The Commuter Combi period is linked to your account and can be used with both Basiskort and the Rejsekort app.

You must have a Basiskort or the Rejsekort app in order to use Commuter Combi. If you have neither a Basiskort nor the Rejsekort app, you cannot make use of a purchased Commuter Combi period linked to your account.

3.3 How to use Basiskort

The Basiskort (including Basiskort with Commuter Combi) may only be used by the cardholder. The cardholder is the person stated on the account linked to the Basiskort. This means that you may not allow others to travel using your Basiskort unless you yourself are also checked in for the journey.

As the cardholder, you are responsible for ensuring that check in and check out are carried out correctly.

You can only have one active Basiskort linked to your account. Read more about ordering a new Basiskort in section 3.14.

General information about Basiskort, how a Basiskort must be used, and detailed descriptions of how to check in and check out etc. can be found at www.rejsekort.dk/Basiskort.

3.3.1 Check in and check out

Basiskort works by checking in and checking out at Check Points in buses and at stations connected to trains, metro, or light rail, including when changing means of transport. Basiskort must be checked in before

the start of the journey. This also applies when using Commuter Combi, even if the Basiskort is used within the prepaid commuter area. Your ticket/travel authority is valid from the time of check in until the time of check out.

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 vehicle, you must check in immediately after boarding and before finding your seat, without unnecessary delay. This means:

- When travelling by bus, you must check in at the Check Point on the bus when 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 when you have left the train/metro/light rail

If you change means of transport (e.g. changing between two buses or changing 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 train: you must check in at a Check Point on 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.

Failure to check in at the start of the journey, as well as failure to check out and check in during a journey consisting of several partial journeys, means that you are travelling without a valid ticket/travel authority, even if you have a valid Commuter Combi period. In the event of ticket inspection, failure to check in or failure to check out and check in in connection with a partial journey will result in a penalty fare.

If it is not possible to calculate where you have travelled, among other things because you did not check out at the end of the journey or because you did not check out and check in when changing means of transport, the journey may instead be priced according to a so-called "standard fare" for missing route calculation. This also applies if you are automatically checked out after 12 hours. Read more in sections 3.11 and 3.12. Standard fares are described at www.rejsekort.dk under Terms and conditions and Price list for journeys.

Please note that the standard fare is determined based on your customer type and that the standard fare increases with the number of any additional travellers registered on your Basiskort. Failure to check out may lead to your account being blocked – read more in section 10. This also applies even if you have a valid Commuter Combi period and travel within the selected commuter area.

If a system 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 technical system errors, your journey may be priced according to a so-called "standard price for technical system errors". This also applies even if you have a valid Commuter Combi period and travel within the selected commuter area. Standard prices are described at www.rejsekort.dk under Terms and conditions and Price list for journeys.

Journeys priced according to a standard fare will not count towards earning discount levels.

You can only check in with your Basiskort when you have a valid payment method linked to your account. This also applies to Basiskort with Commuter Combi, even if the Basiskort is used within the prepaid commuter area and period. If a payment cannot be completed, for example because the linked payment card

has been blocked, you will subsequently not be able to check in again until a valid payment method has been registered on your account and any outstanding payment has been completed.

It is neither possible nor permitted to start a journey by checking in with your Basiskort and completing the same journey by checking out using the Rejsekort app. If you are checked in with your Basiskort and subsequently check in using the Rejsekort app, your journey on the Basiskort will automatically be closed (and will no longer count as valid ticket/travel authority), and you will begin a new journey in the Rejsekort app. Similarly, a journey started in the Rejsekort app will be closed if you subsequently check in with your Basiskort. Journeys in the Rejsekort app and with Basiskort respectively will be priced separately. This may be considered misuse and lead to your account being blocked (read more in section 10).

3.3.2 Additional travellers

When travelling with your Basiskort, you can add up to 28 additional adults, children, dogs, or bicycles when you check yourself in at a Check Point. However, you may check in a maximum of two different customer types as additional travellers.

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

Commuter Combi does not cover additional travellers, and only you are covered by the prepaid ticket within the selected commuter area. If you check in additional travellers on your Basiskort within your selected commuter area and period, a fare will be calculated for the additional travellers in the same way as if you use your Basiskort outside your commuter area or period.

Once you have checked in additional travellers, this means that you pay for yourself 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 combination of additional travellers, your next journey will be calculated as an independent journey without connection to the previous one.

3.4 Prices

The card price for purchasing a Basiskort is DKK 50.

You can find the prices applicable at any given time for purchasing Basiskort and services at www.rejsekort.dk/Basiskort/Hjaelp under Travel with Basiskort. Additional information about delivery is also provided there.

Please note that you are not entitled to either full or partial refund of the card price, regardless of whether you terminate your customer relationship yourself or the card can no longer be used – including, among other things, due to the condition of the card, if the card is blocked, if your account is blocked, or if Rejsekort & Rejseplan A/S stops offering Basiskort and/or replaces Basiskort with a new solution.

The price of journeys with Basiskort depends on your customer type, possible quantity discount, mode of transport, chosen route, duration and timing of the start and end of the journey, whether you have added additional travellers, dogs, or bicycles to the journey, and whether you have purchased Commuter Combi. For further information, please refer to the transport operators' fare regulations, which can be found at www.rejsekort.dk under Terms and conditions and Price list 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.

The price for Commuter Combi is determined by the transport operators and is, among other things, based on the length of the period, customer type, and the selected commuter area. Prices for journeys, Commuter

Combi, and supplements for the use of the metro with Commuter Combi are continuously adjusted as part of the annual fare adjustments in public transport. Fare changes are published and announced by the transport operators within a reasonable time before the adjustment takes effect. You can read more on the transport operators' websites.

3.5 Validity of Basiskort and Commuter Combi

Basiskort is issued with a printed card number. Read more about handling and storage requirements in section 3.10.

Basiskort can be used at Check Points to purchase tickets/travel authority until the time when the card is blocked, your account is blocked, the customer relationship is terminated in accordance with section 8, or Rejsekort & Rejseplan A/S ceases to offer Basiskort and/or replaces Basiskort with a new solution.

Commuter Combi is valid from the start date in the selected period and expires at midnight on the last date of the period.

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

3.6 Purchase of periods with Commuter Combi

When purchasing a Commuter Combi period, you must choose the following:

1. The length of the period – i.e. a start date and an end date for when the prepaid ticket must be valid
2. The period area – i.e. the geographical area or route for which the prepaid ticket must be valid

You pay in advance for your Commuter Combi period.

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

If you are a parent or guardian of a user under 18 years of age, and you have linked the user to your account, you can purchase Commuter Combi for your child's account. Please note that special rules apply when turning 18 years old. Read more in section 3.8.4.

3.7 Age requirements

If you are 18 years old or older, you can create an account yourself, order a Basiskort, and purchase a Commuter Combi period.

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

3.8 Customer types

3.8.1 General

When creating an account, you are automatically assigned one of the following customer types: "Child", "Youth", "Adult", or "Pensioner" based on your entered date of birth.

Your customer type is registered on your account and will therefore apply to both Basiskort and the Rejsekort app if you use both products.

The customer type may be relevant in relation to prices and possible discounts depending on where and when you travel. It is your responsibility to travel with the customer type to which you are entitled.

- To travel with customer type “Child”, you must be under 16 years old. Read more in section 3.8.4 Special rules for users under 18 years of age
- To travel with customer type “Youth”, you must be between 16 and 25 years old. Read more in section 3.8.4 Special rules for users under 18 years of age
- To travel with customer type “Adult”, you must be between 26 and 66 years old
- To travel with customer type “Pensioner”, you must have reached the age of 67 or have been assigned this customer type following an application. Read more in section 3.8.2 “Special rules for customer type Pensioner under 67 years old”
- To travel with customer type “Disability”, you must have been assigned this customer type following an application. Read more in section 3.8.3 “Special rules for customer type Disability”

For all customer types, you must be able to present documentation of age and name during inspection.

3.8.2 Special rules for customer type “Pensioner” under 67 years old

If you are younger than 67 years old, you may be entitled to travel with customer type “Pensioner”. It is a condition that you are at least 18 years old, receive disability pension, senior pension, or early pension (including partial pension) from Udbetaling Danmark, and complete an application process where you confirm your identity using either MitID or other documentation. You can read about how to apply at www.rejsekort.dk/Basiskort/Hjaelp under Getting started with Basiskort.

Until the application has been processed, you can continue travelling with the customer type determined based on your entered date of birth. You are only entitled to travel at the reduced fare once you have been assigned customer type “Pensioner”.

3.8.3 Special rules for customer type “Disabled”

If you wish to travel with customer type “Disabled”, you must apply for this. It is a condition that you either have a Companion Card Denmark or a membership card from either the Danish Association of the Blind or Synscenter Refsnæs, and that you confirm your identity using either MitID or other documentation.

You can read how to apply at www.rejsekort.dk/Basiskort/Hjaelp under Getting started with Basiskort.

Until the application has been processed, you can continue travelling with the customer type determined based on your entered date of birth. You are only entitled to travel at the reduced fare once you have been assigned customer type “Disabled”.

If you travel with customer type “Disability” using your Basiskort, you may bring a companion who can travel at child fare. You must check in your companion on your Basiskort with customer type “Child”. Read more about the scheme on the transport operators’ websites.

3.8.4 Special rules for users under 18 years of age

Users under 18 years of age (the child) must be created by an adult creating the child’s account through their own account. Please note that this section is written for the adult account holder.

It is a requirement that when creating an account and purchasing a Basiskort for a user under 18 years of age, you:

- Confirm that you are the parent or guardian of the user under 18 years of age

- Are at least 18 years old
- Accept the terms and conditions for Basiskort on behalf of the user under 18 years of age
- Undertake to pay for journeys made by the user under 18 years of age using the payment method registered on your account (see section 5), and
- Accept personal liability for outstanding payments for journeys made by the user under 18 years of age (including for any additional travellers)

If you no longer wish to be liable for the child's journeys, you may withdraw your acceptance of this. The child will then no longer be able to use either their Basiskort or the Rejsekort app. If you withdraw your acceptance of liability at a time when the child is checked in, you will still be liable for the ongoing journey.

As the adult, you will have access to the child's travel history and be able to make objections. Read more in section 3.9.

If the child is to have customer type "Disability", you as the adult must apply on behalf of the child. Read more in section 3.8.3 – Special rules for customer type Disability.

When the child turns 18 years old, the adult's payment for the child's journeys automatically ceases. Continued use of Basiskort is conditional upon the user (after turning 18 years old) creating a new account themselves and ordering a new Basiskort.

3.9 Obligations when using Basiskort (including Commuter Combi)

You must create a personal account in order to purchase a Basiskort.

You must at all times ensure that the information you provide is correct, including by continuously updating your account information and payment methods linked to your account. Your information must be documented, among other things, by valid identification in accordance with the procedures determined at any given time by Rejsekort & Rejseplan A/S or the affiliated transport operators. Read more on the individual transport operators' websites and at www.rejsekort.dk.

If it turns out that you have provided or entered incorrect information on your account, Rejsekort & Rejseplan A/S is entitled, without notice, to block the Basiskort and/or the account of which you are the holder. You can read more about the procedure for blocking and the possible legal consequences in sections 10 and 11.

You are obliged to continuously and carefully check your travel history and the calculated price for each journey by either logging into the self-service solution, contacting Rejsekort Customer Centre, or contacting one of the transport operators' sales outlets.

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

Please note that objections regarding an unauthorised or incorrect transaction on 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 processing time for Rejsekort Customer Centre to correct this.

You must immediately block your Basiskort if it is lost or if misuse is suspected. Read more about your obligation to block your Basiskort in section 9.

If someone other than you as the cardholder uses your Basiskort, this is considered misuse.

Your Basiskort may be confiscated and/or your account may be blocked if it is established, for example during ticket inspection, that the card is being used by someone other than you as the cardholder. Read more about blocking in sections 10 and 11.

3.10 Handling and storage of Basiskort

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

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

3.11 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 before then. This applies regardless of whether you are travelling or not. This means that after 12 hours you no longer have valid ticket/travel authority. Failure to check out may also lead to your account being blocked. Read more in section 11.

3.12 Prevented from checking out

Repeated instances of failure to check out may be considered misuse that can result in sanctions in accordance with section 11. It is subject to a specific assessment by Rejsekort Customer Centre and Rejsekort & Rejseplan A/S when failure to check out triggers sanctions.

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

3.13 Transfer of earned discount level from the physical Rejsekort

Earned discount levels on the existing physical Rejsekort, which closes in 2026, are not automatically transferred to your account. However, it is possible for you to transfer the earned discount level. Read more about transferring discount levels at www.rejsekort.dk/Basiskort/Hjaelp.

Please note that you can only transfer your discount level once. If, after the transfer, you continue using the existing physical Rejsekort, no further earned discount will be transferred to your Basiskort.

3.14 Ordering a new Basiskort

If your Basiskort has been lost, stolen, or damaged, you can order a new Basiskort via the Self-Service solution, Rejsekort Customer Centre, or by visiting one of the transport operators' sales outlets in person, with the same customer type, discount level, and linked payment method as your previous Basiskort. If you have a valid Commuter Combi period, it will automatically be linked to your new Basiskort.

When you order a new Basiskort, use of the card will be subject to the terms and conditions applicable at the time the new card is ordered, regardless of the reason for ordering a new card.

Journeys made during the period from ordering the new card until the new card is put into use do not count towards earning any quantity discount (discount level) on the new card.

4 Inspection

During inspection, you must present your checked-in Basiskort as valid ticket/travel authority at the request of inspection staff or similar personnel. As Basiskort is personal, you may also be asked to present identification.

The inspection staff must be able to verify the validity of your ticket/travel authority by scanning your Basiskort. It is your responsibility to ensure that your Basiskort can be scanned. Read more about handling and storage of Basiskort in section 3.10.

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

5 Payment methods

Payment for the ordered Basiskort, Commuter Combi periods, and tickets/travel authority purchased with the Basiskort will be made using the payment method (MobilePay or payment card) linked to your account.

You have the option to link multiple 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 change the linked payment methods, the change will take effect on your account and apply to both journeys made with Basiskort and with the Rejsekort app, if you also use the app. If you have unpaid journeys, you cannot remove your linked payment method.

However, if you purchase your Basiskort and/or purchase a Commuter Combi period at one of the transport operators' sales outlets, payment for the card itself and/or the Commuter Combi period will be completed in the store and not via the payment method saved on the account.

Please note: Purchase of Commuter Combi periods at the transport operators' sales outlets will initially not be possible. It is expected to become possible during the second half of 2026.

As a parent or guardian who has linked a user under 18 years of age, your payment method will also be used for payment of this user's journeys (including for any additional travellers).

The journeys that you and any linked users under 18 years of age have completed during one calendar day are collected and paid once per day. As charges for journeys and any refunds in the event of incorrect calculation of previous journeys and prices take place at irregular times, this may result in independent services and refunds being charged or refunded together on your payment method.

It is your responsibility to ensure that the payment method used has a sufficiently high spending limit to cover your and any linked users under 18 years of age's usage, and that the payment method does not become blocked (for example due to expiry). If a transaction fails and it is therefore not possible to complete payment for your or any linked users under 18 years of age's usage, neither you nor the user under 18 years of age will be able to check in with either Basiskort or the Rejsekort app until the outstanding amount has been paid and a valid payment method is again linked to your account. As a result, your Basiskort will also not be usable for check in, even if you have a valid Commuter Combi period and use the card within the selected commuter area.

6 Receipts and information about journeys and purchases

You have access to view an overview of purchases of Commuter Combi periods and paid journeys in the self-service solution under "History". You can view your payment and travel history for the last 36 months, including information about your journeys, including the price of each journey. For each completed payment, you can view a combined overview of which journeys the payment covers, including journeys made by any linked users under 18 years of age.

Please note: Purchases of Commuter Combi periods will initially not appear in the overview in the self-service solution. It is expected to become possible during the second half of 2026.

A user under 18 years of age cannot view payment history, because the user under 18 years of age does not pay for their own journeys.

You will receive your receipts either by email, in e-Boks, or by letter. It is only possible to receive receipts by email if, after creating your account, you have confirmed the stated email address.

Receipts cannot be used as valid ticket/travel authority. 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 18 years of age, you will receive the receipt. You can also obtain information about your purchases by contacting Rejsekort Customer Centre or at one of the transport operators' sales outlets.

7 Right of withdrawal

There is no right of withdrawal for the purchase of Basiskort or 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 in the bus at the same stop. If more than 20 minutes pass from check in until check out again, an amount will be charged to your Basiskort. This also applies even if your check out is done 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 from your check in, your check out will not be regarded as a cancelled check in. Read more about the various fare rates at www.rejsekort under Terms and conditions and Price sheet for journeys.

It is considered misuse of Basiskort if you repeatedly cancel your check in. Misuse may lead to sanctions as stated in section 11 and in the Joint National Travel Regulations, which can be found at www.rejsekort under Terms and conditions and Joint National Travel Regulations.

A Commuter Combi period can be refunded/repaid in full until the beginning of the first day of the selected period. After the first day of the selected period has begun, the remaining period may be refunded/repaid with deduction of an amount corresponding to proportional payment for 8 days of validity. After expiry of the last day of the selected period, no repayment is possible. Refund of a Commuter Combi period cannot be cancelled. You need to contact the Rejsekort Customer Centre if you want to request a refund for a purchased Pendler Kombi-periode.

8 Termination of customer relationship

You have the option to terminate your customer relationship with Rejsekort & Rejseplan A/S. Upon termination of your customer relationship, Rejsekort & Rejseplan A/S will close your account, after which you can no longer use Basiskort and/or any Rejsekort app. Read more about termination of customer relationships at www.rejsekort.dk.

If you have unpaid journeys, you must still pay for these, regardless of whether you have terminated your customer relationship.

Rejsekort & Rejseplan A/S may choose to terminate your customer relationship if you have not used Basiskort linked to your account or the self-service solution for 5 years. You will be notified in advance and given the opportunity to choose not to have your customer relationship terminated.

9 Cardholder's obligation to block Basiskort

You must immediately block your Basiskort if:

- The card is lost or stolen
- You suspect that the card has been – or will be – misused

As the cardholder, you can block a Basiskort in the Self-Service solution or by contacting Rejsekort Customer Centre.

Once Rejsekort Customer Centre has processed your request to block a Basiskort, you can view the status in the self-service solution, and you will receive a receipt for the blocking either by email, e-Boks, or letter. You can read more about liability in section 13.

A blocked Basiskort can be reopened by contacting Rejsekort Customer Centre. If the card has been lost, stolen, or damaged, you must order a new Basiskort yourself, after which your blocked card cannot be reopened. You must pay the card price yourself for ordering a new Basiskort. Read more about ordering a new Basiskort in section 3.14.

10 Sanctions in the event of misuse

In the event of suspected misuse of Basiskort and/or the Rejsekort app, Rejsekort & Rejseplan A/S reserves the right to block your account from future use of both Basiskort and the Rejsekort app as valid ticket/travel authority. In the event of blocking due to misuse, you will not be able to check in with your Basiskort or the Rejsekort app (this also applies even if you may have a valid Commuter Combi period), and you will lose the rights to any quantity discount (discount level) earned on your Basiskort or the Rejsekort app.

Blocking an account from future use of Basiskort and the Rejsekort app may be temporary (from one month to three years). The assessment of whether a user should be blocked and for how long is based on a specific assessment of the identified misuse. Factors such as the extent of the misuse and whether the user has previously been blocked are included in the assessment of the duration of the blocking.

Rejsekort & Rejseplan A/S may, based on a specific assessment, either shorten or extend the blocking. Rejsekort & Rejseplan A/S will send written notice if the period is extended.

Rejsekort & Rejseplan A/S will notify you if misuse is suspected and there is therefore a risk of being blocked before a blocking takes place. In special cases, however, blocking of an account may take place without notice.

11 Rejsekort & Rejseplan A/S' option to block Basiskort and suspend an account

If Rejsekort & Rejseplan A/S blocks your Basiskort or suspends your account, you will receive written notice as soon as possible stating the reason and the duration.

Rejsekort & Rejseplan A/S is entitled, without notice, to suspend your account if:

- Special circumstances exist, including reasonable suspicion of misuse
- You as the holder of a Basiskort have terminated your customer relationship with Rejsekort & Rejseplan A/S, cf. section 8

Rejsekort & Rejseplan A/S is entitled to suspend your account **after notifying** you by email, e-Boks, or letter in the following cases:

- In the event of reasonable suspicion of misuse, including failure to check out, failure to pay outstanding amounts, or provision of incorrect information
- In the event of a period of 5 years without travel activity or completed payments on Basiskort

- If Rejsekort & Rejseplan A/S ceases to offer Basiskort and/or replaces Basiskort with a new solution, cf. section 3.52.4

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

- There are outstanding amounts that have not been paid, cf. section 3.3

12 Reservations

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

Furthermore, Rejsekort & Rejseplan A/S disclaims any liability for loss or damage, including indirect loss, arising as a result of your Basiskort not functioning correctly or the inability to purchase electronic tickets due to technical problems.

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

13 Liability for use of Basiskort

You are liable for payment for all journeys made using your Basiskort (including any additional travellers). If you have ordered Basiskort for one or more users under 18 years of age, you are also liable for payment for journeys made using these users' Basiskort (including any additional travellers).

Rejsekort & Rejseplan A/S is not liable for payment and any losses you may suffer as a result of unauthorised use of your Basiskort by others before the time when Rejsekort & Rejseplan A/S has been contacted with a view to blocking the relevant Basiskort. From the time of the enquiry, Rejsekort & Rejseplan A/S is liable for unauthorised payments for journeys made using your Basiskort. Read more about blocking Basiskort in section 9.

14 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 to 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 Basiskort
- In the event of increased costs for services, including costs for administration, distribution, and personnel
- In the event of significant changes to the services offered by Rejsekort & Rejseplan A/S, including how Basiskort is used
- In order to accommodate inflation

If the changes are to your disadvantage, they will be notified at least one month before they take effect. In that case, you will be informed about the changes and the content of the new terms and conditions either by email, e-Boks, or letter. Within one month after the notification, you will have the option to block your Basiskort or close your account free of charge if you do not wish to be covered by the new terms and conditions. Read more in section 8 about closing Basiskort. If Rejsekort & Rejseplan A/S does not hear from you within this month, this will be regarded as your acceptance of the changes. If, as an adult, you have linked a user under 18 years of age to your account, the above also applies to your acceptance of terms and conditions on behalf of the child. Read more about repayment of the card price in section 3.4.

Changes that are not to your disadvantage may take place without notice. The terms and conditions applicable at any given time can be found on Rejsekort & Rejseplan A/S' website.

Changes of a purely beneficial nature, including for example general reductions in prices, may be implemented without notice or publication.

15 Errors and irregularities

15.1 Operational problems

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

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 checking in your Basiskort. This applies, among other things, in the event of extensive system outages where it is not possible to use Basiskort, and where it is simultaneously stated in messages under "Operational information" at www.rejsekort.dk that travel with Basiskort without check in is permitted, or where corresponding information has been communicated by the affiliated transport operators via station loudspeaker systems or by other means.

15.2 Defective Basiskort

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

Rejsekort & Rejseplan A/S replaces all defective Basiskort free of charge for the customer up to 5 years from the time of purchase. Please note that this does not mean that you can expect your Basiskort to be usable up to 5 years from the time of purchase. Read more about this in section 3.5.

If the defect on your Basiskort is due to incorrect handling of the card, you must order and pay for a new Basiskort yourself as described in section 3.14. You can read more about handling and storage of Basiskort in section 3.10.

16 Communication

16.1 Enquiries to Rejsekort & Rejseplan A/S

If you need assistance with your Basiskort, you can contact Rejsekort Customer Centre via www.rejsekort.dk/Kundecenter or by telephone on +45 70 11 33 33. Opening hours can be found at www.rejsekort.dk/Kundecenter.

The telephone line is open 24 hours a day for blocking Basiskort.

The transport operators have sales outlets with personal service. See an overview of the sales outlets and their services at www.rejsekort.dk/salgssteder. Please note that not all sales outlets offer all services.

16.2 Enquiries from Rejsekort & Rejseplan A/S

Enquiries from Rejsekort & Rejseplan A/S to you may take place via email, e-Boks, letter, or telephone. If you have provided an email address on your account, communication from Rejsekort & Rejseplan A/S will primarily take place to this email address. If you have not provided an email address, you will receive communication via e-Boks or physical letter.

17 Complaints and objections

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

Complaints related to Basiskort must initially be directed to Rejsekort Customer Centre.

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

Objections regarding an unauthorised or incorrect transaction on 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 a cardholder to continuously monitor journey transactions, see section 3.9.

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

Appeals Board for Bus, Train and Metro

Complaints concerning defective equipment, charging of penalty fares, Basiskort functionality, fare calculation, missing check in and check out, etc. may be submitted to the Appeals Board for Bus, Train and Metro via a complaint form available at www.abtm.dk.

Before you can complain to the Appeals Board for Bus, Train and Metro, you must first submit your complaint to Rejsekort Customer Centre or the relevant transport operator.

Appeals Board for Bus, Train and Metro

mail@abtm.dk

www.abtm.dk

DSB Customer Ambassador

If you have received a written response regarding a journey with DSB and 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 advertising (the Danish Marketing Practices Act).

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

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 guide at www.rejsekort.dk.

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