

**Terms and conditions for
The Rejsekort app
Valid from September 2nd, 2025
Version 5**

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Terms and conditions for the Rejsekort app

The Rejsekort app is a mobile application (in the following called “app” or “the app”) developed by Rejsekort & Rejseplan A/S for Android and iOS smartphones (in the following called “mobile devices”).

The Rejsekort app can be downloaded free of charge from the download platforms Google Play and App Store.

The Rejsekort app is offered and owned by Rejsekort & Rejseplan A/S, Automatikvej 1, 1., 2860 Søborg, CVR no. 27332072.

By registering your profile in the Rejsekort app, you accept the terms below applicable for your use of the app. We therefore recommend that you read the terms and conditions carefully before using the app.

1. General information about the Rejsekort app

In the Rejsekort app, you can buy tickets (travel documents) for public transport with the Public Transport Operators connected to Rejsekort & Rejseplan A/S.

Read more about the connected the Public Transport Operators in section 4.

You buy a ticket by checking in within the app **before** boarding the means of transport. You must check out when your journey has ended — that is, **after** you have disembarked from the last means of transport on your journey.

Once you have checked out, the ticket price will be calculated based on your travel activity from your starting point to your end destination.

Please note: The Rejsekort app can only calculate your route—and thereby the correct ticket price—if your mobile phone is turned on for the entire duration of your journey. In other words, if your mobile phone is not switched on, you do not have a valid ticket and risk receiving a penalty fare during ticket inspection. Read more in section 2.1, where additional assumptions are stated.

It is your own responsibility to know the rules for using the Rejsekort app, including how to add additional travelers in your app. Further rules are stated in the fare sheet for journeys, which you can find at on our website www.rejsekort.dk under “Legal documents”. Here you can also read more about the use of the Rejsekort app.

In the app, you can view your travel history and purchase history, and under Settings you can see the personal information you have provided. The Rejsekort app is an independent system, not connected to the physical chip-based Rejsekort system. Your personal data, any earned discount level, and travel history are therefore not shared between the two systems. You can read more about the possibility of manually transferring a discount level in section 7.

You must create a personal profile in the app in order to use the Rejsekort app. When creating your profile, you must provide certain personal information about yourself. It is your responsibility to ensure that the information is always correct, and that you only have one active profile.

You can read more about how we process your personal data in the Privacy Policy for the Rejsekort app. You can find the privacy policy in the app menu under ‘About Rejsekort’ and ‘Terms and Conditions’, as well as on our website www.rejsekort.dk under “Legal documents”.

To use the Rejsekort app, you must link MobilePay or a payment card as a payment method in the app. You can only check in with the app if you have a valid payment method linked. Check-in cannot be completed if the registered payment method is blocked.

1.1. Prerequisites for purchasing electronic tickets

To purchase electronic tickets in the Rejsekort app, the following conditions must be met:

1. You must have downloaded and installed the app on a mobile phone, created a profile, and be logged in to the app
2. The provided user information must always be correct
3. Your profile is personal and may only be linked to one phone number, one email, and one customer/person
4. You must have added a valid means of payment
5. Your phone must use an official version of Android (Google) or iOS (Apple), meaning the operating system must not have been technically modified or unlocked ("rooted" or "jailbroken"). You can see which operating system versions are required to use the app in the App Store (on iPhone), Google Play (on Android), or at www.rejsekort.dk
6. Your phone must have an active, operational SIM card that ensures mobile data can be sent and received via a mobile network
7. Your phone must remain switched on throughout your journey
8. Location services (high accuracy) must be activated on your phone for the entire journey. It is a requirement for using the app that you allow location sharing on iOS and Android phones as "While using the app."
9. You must have enabled the app's access to the motion sensors built into your phone

For users under 18 years of age, special requirements apply for registration and payment. Please refer to sections 4.3 and 4.8 below.

For location guidance, the Rejsekort app uses the sensors built into your phone and the installed software. You are responsible for ensuring that your phone has sufficient battery power throughout your journey and that nothing prevents the built-in sensors and installed software on your phone from functioning correctly.

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

If payment cannot be completed, e.g., because the linked payment method has been blocked, you will subsequently not be able to check in again until the outstanding amount has been paid and a valid means of payment has been registered in the app.

2. Travel Regulations

When you use Rejsekort as an app, both the terms on this page and the Common Nationwide Travel Rules apply. In the Common Nationwide Travel Rules, you will find information about through tickets (tickets purchased in a single transaction for a continuous journey with several of the following: train, light rail, local railway, and metro), travel time guarantee or travel guarantee, compensation in case of delays, alternative transport, liability for damages, and more.

[Read more about the National Common Travel Rules here.](#)

3. Tickets and validity

In the Rejsekort app, you can purchase tickets for public transport with the Public Transport Operators connected to Rejsekort & Rejseplan A/S. You can also use the app on Skånetrafiken trains in

Denmark and at selected stations in Sweden (Malmö C., Hyllie St., and Triangeln St.), as well as on a single bus route in Northern Germany (Bus line 110 Sønderborg–Flensburg). The Rejsekort app cannot be used on Bornholm.

You can check in multiple passengers, dogs, and bicycles using the Rejsekort app. You can read more about this below.

The price of a ticket depends on your customer type, possible volume discounts, type of transport, choice of route, time of journey start and end, and whether you have checked in additional passengers, dogs, or bicycle. For more information, please refer to the fare rules of the Public Transport Operators, which can be found at www.rejsekort.dk under “Price list for journeys”.

The affiliated Public Transport Operators are:

- GoCollective, Skøjtevej 26, 2770 Kastrup, www.gocollective.dk
- Trafikselskabet Movia, Gammel Køge Landevej 3, 2500 Valby, www.moviatrafik.dk
- DSB, Telegade 2, 2630 Taastrup, www.dsb.dk
- Metroselskabet, Metrovej 5, 2300 København S, www.m.dk
- Fynbus, Tolderlundsvej 9, 5000 Odense C, www.fynbus.dk
- Nordjyllands Trafikselskab, J. F. Kennedys Plads 1T,3. sal, 9000 Aalborg www.NTRejse.dk
- Midttrafik, Søren Nymarks Vej 3, 8270 Højbjerg, www.midttrafik.dk
- Sydtrafik, Banegårdspladsen 5, 6600 Vejle, www.sydtrafik.dk

The electronic tickets in the app are personal, non-transferable, and cannot be forwarded to another mobile device. You are not allowed to let others use your profile to purchase tickets.

3.1. Check in and check out

The Rejsekort app works by registering check-in and check-out. Your journey begins when you check in (by swiping the button to the right). A successful check-in will be confirmed by the app on your mobile phone, and the ticket is provided in the form of a QR code in the app, which can be displayed by tapping ‘Show ticket’. If check-in cannot be completed due to technical issues, an error message will appear on your phone. In that case, you must purchase a ticket by other means; In that case, you must purchase a ticket by other means, as otherwise you will be considered a passenger without a valid ticket during ticket inspection.

After check-out (by swiping the button to the left), the app calculates the price of the journey based on the travel activity from the starting point to the end destination. It is your responsibility to complete check-out correctly.

It is possible to add 4 types of fellow travelers in your Rejsekort app: Adult, Child, Bicycle, and Dog. Remember that you must add all desired fellow travelers before swiping right and checking yourself in. After this, the number of travelers is locked until the journey is completed. This means that you will pay for yourself and all registered fellow travelers for the entire journey, until it is ended by checking out.

You should not check in free travelers or travelers with their own ticket as fellow travelers. If you travel with customer type Adult, you may bring two children under 12 years free of charge. If you travel with customer type Child, you may bring one child under 12 years free of charge. Fellow-traveling children over 15 years must be checked in as Adults.

When adding multiple adults, children, bicycle, or dog, there are 2 rules you need to be aware of:

1. If you travel as customer type Adult, Young, Pensioner, Disabled, or Child, you can add fellow travelers when you check yourself in. By clicking on the blue circle above the check-in line, you can add fellow travelers. However, you may bring a maximum of 3 customer types on your journey, including your own customer type. You can add Adults, Children, Bicycles, or Dogs as fellow travelers, but you may only check in two other types in addition to your own.
2. The group can consist of a maximum of 28 fellow travellers in total (apart from yourself).
3. If you travel with customer type 'Disabled', you may bring one adult companion at half price. The companion must be added as 'Child' before you check yourself in.

Correct and successful check-in must take place before boarding the means of transport, and if you have added fellow travelers, you must ensure that this has been done correctly so that you and your fellow travelers thereby have valid travel authorization. If check-in has not been completed correctly, or if check-in takes place only after boarding the means of transport, this will be regarded as misuse of the system, and you and any fellow travelers will be considered as traveling without a valid ticket. When traveling without a valid ticket, you and any fellow travelers will be subject to a penalty fare during ticket inspection. Misuse may also be sanctioned according to applicable rules. See more about the consequences of misuse in section 15.

You must only check out in the app once you have left the last means of transport on your journey. When you check out, the ticket's validity ends, and the price of the journey is calculated. If you need to change means of transport to continue your journey, you must not check out. You must only check out once the entire journey has ended.

If check-out occurs during the journey, it will be regarded as misuse of the system. Misuse may be sanctioned according to applicable rules. See more about the consequences of misuse in section 15. If you have another valid travel authorization for part of the journey, e.g., in the form of a Commuter Card, it is permitted to check in and out during the journey, provided that you have valid travel authorization for the entire journey, and your overall use of the system is not considered misuse.

If you wish to split your journey across multiple tickets or products as proof of payment, you may be asked to submit or present documentation for other valid proof of payment either during inspection or in a subsequent discussion regarding your actual journey. In case of doubt, Rejsekort & Rejseplan A/S, including Rejsekort Customer Service, may contact the issuer of the other proof of payment to confirm the validity of the submitted or presented documentation.

If the Rejsekort app, using your phone's built-in sensors, calculates that you most likely are no longer travelling but have not checked out, a warning will be displayed on your mobile device. You will be notified that you may have forgotten to check out. A prerequisite for displaying this warning is that you allow notifications on your mobile device.

If, for technical reasons, it is not possible to complete check-out after your journey has ended, you must contact Rejsekort Customer Service as soon as possible and provide detailed information about the journey, including the place and time where the journey ended.

3.2. Validity

The validity period for tickets purchased in the Rejsekort app begins at the time of check-in and ends at the time of check-out. It is not possible to extend the validity period after you have checked out, and you cannot undo a check-out.

Electronic tickets contain information about the departure station/departure stop, the ticket's validity (date and time of check-in), the current time on your mobile device, as well as personal information such as your name, date of birth, age, and customer type.

When travelling with the Rejsekort app and you are checked in, your phone must be turned on and location data must be enabled throughout the entire journey. If your phone is turned off or runs out of battery, the correct route and ticket price cannot be calculated, and in the event of a ticket inspection, you will not be able to present a valid ticket.

If your phone is set to flight mode, you may risk being automatically checked out. Therefore, avoid using flight mode when travelling with the Rejsekort app.

Rejsekort & Rejseplan A/S recommends that power saving mode be turned off. This ensures that location data is correctly recorded while you are checked in, as power saving mode can affect your route and therefore your ticket price.

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

3.3. Age requirements

If you are 18 years or older, you can create a profile in the Rejsekort app yourself.

If you are under 18 years old, an adult must grant you access through their own profile in the Rejsekort app. Please note that the adult must have parental authority or be your legal guardian.

3.4. Customer type

When creating a profile, you are automatically assigned one of the following customer types in the Rejsekort app: 'Child', 'Young Person', 'Adult' or 'Pensioner'.

The customer type 'Child', 'Young Person', 'Adult', and 'Pensioner' is assigned based on the date of birth you enter. The customer type may be relevant in relation to possible discounts depending on where and when you travel. See more in section 4.8 'Special rules for users under 18'.

To travel with the customer type 'Child', you must be under 16 years old.

To travel with the customer type 'Young Person', you must be between 16 and 25 years old.

To travel with the customer type 'Adult', you must be between 26 and 66 years old.

To travel with customer type 'Pensioner', you must be at least 67 years old or apply for it. See more in section 4.6 'Special rules for 'Pensioner' under 67'.

To travel with customer type 'Disabled', you must apply for it. If you are younger than 18, the adult who created your profile in the Rejsekort app must apply on your behalf. See more in section 4.7 'Special rules for customer type Disabled'.

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

3.5 Special conditions for early pensioners under 67 years

If you are younger than 67, you may be eligible to travel with customer type 'Pensioner'.

The prerequisite is that you are at least 18 years old, receive early, pensioner, or partial retirement pension (including fractional pension) from Udbetaling Danmark, and complete an application process. You can apply for customer type 'Pensioner' directly in the Rejsekort app or at rejsekort.dk.

In the app, you validate your identity with MitID and provide your CPR number. It is therefore a condition of your application that you consent to Rejsekort & Rejseplan A/S processing your CPR number. Once your identity has been validated with MitID, Rejsekort & Rejseplan A/S will register your first name, last name, and date of birth from MitID on your profile.

Please note that if, after applying for customer type ‘Pensioner’, you wish to change your name on your profile due to a name change, you must contact Rejsekort Customer Service.

Rejsekort & Rejseplan A/S uses your CPR number to check whether you already have a physical Rejsekort with customer type ‘Pensioner’, and whether Rejsekort & Rejseplan A/S can therefore transfer your existing customer type to the app.

If you have not previously had a physical Rejsekort with customer type ‘Pensioner’, Rejsekort & Rejseplan A/S will process your CPR number with Udbetaling Danmark to identify whether you receive one of the above-mentioned pension benefits. If you are registered with Udbetaling Danmark as a recipient of these benefits, the customer type ‘Pensioner’ will be registered on your profile.

If the automatic check is rejected — either because you are not already registered with Rejsekort & Rejseplan A/S as customer type ‘Pensioner’, or because Rejsekort & Rejseplan A/S cannot identify your profile linked to an existing physical Rejsekort in the Rejsekort system or in Udbetaling Danmark’s register, or if you do not have MitID — you can access an application form directly from the app, where you must upload documentation. Your application will then be processed by Rejsekort Customer Service, which will assess whether you are eligible to travel with customer type ‘Pensioner’ based on the documentation provided, and subsequently update your customer type.

Until your application has been fully processed, you can continue to use the Rejsekort app for travel, but with the customer type determined based on your stated date of birth. You are only entitled to travel with a discount once you have been assigned customer type ‘Pensioner’.

You can withdraw your consent to the processing of your CPR number at any time. However, please note that Rejsekort & Rejseplan A/S only processes the provided CPR number in connection with the application in the app, which involves one-off lookups in the existing physical Rejsekort system and Udbetaling Danmark’s register. Rejsekort & Rejseplan A/S deletes your CPR number once the application process has been completed. In practice, therefore, withdrawing your consent to the processing of your CPR number will have no effect.

3.6 Special conditions for customer type Disabled

If you wish to travel with customer type ‘Disabled’, you must apply for it. The prerequisite is that you hold either a Companion Card Denmark or a membership card from the Danish Association of the Blind or Synscenter Refsnæs. If your application is approved, it means that you are not required to present documentation in the form of a Companion Card Denmark or a membership card from the Danish Association of the Blind or Synscenter

Refsnæs during inspection when traveling on public transport, since you are already registered with customer type Disabled.

You can apply for customer type 'Disabled' directly from your profile in the Rejsekort app or at rejsekort.dk.

In the app, you confirm your identity with MitID and must provide your CPR number. It is therefore a condition of your application that you consent to Rejsekort & Rejseplan A/S processing your CPR number. In addition, you must consent to Rejsekort & Rejseplan A/S processing the information regarding the customer type 'Disabled', as it is considered health information. Once your identity has been validated with MitID, Rejsekort & Rejseplan A/S will register your first name, last name, and date of birth from MitID on your profile.

Please note that if you later wish to change your name on your profile due to a name change, you must contact Rejsekort Customer Service.

Rejsekort & Rejseplan A/S uses your CPR number to check whether you already have a physical Rejsekort with customer type 'Disabled'. If Rejsekort & Rejseplan A/S can identify that you already hold a physical Rejsekort with customer type 'Disabled', then the customer type 'Disabled' will be registered on your profile in the Rejsekort app.

If your application in the Rejsekort app is rejected — either because Rejsekort & Rejseplan A/S cannot confirm that you are an existing customer with a physical Rejsekort registered with customer type 'Disabled', or because you do not have MitID — you must access an application form directly from the app, where you will need to upload documentation. Your application will then be processed by Rejsekort Customer Service, which will assess whether you are entitled to travel with customer type 'Disabled' based on the documentation provided, and subsequently update your customer type.

Until your application has been fully processed, you can continue to use the Rejsekort app for travel, but with the customer type determined based on your stated date of birth. You are only entitled to travel with a discount once you have been assigned customer type 'Disabled'.

You can withdraw your consent to the processing of the health information (customer type 'Disabled') at any time. However, this will mean that you will no longer be able to travel with customer type 'Disabled', but instead with the customer type determined based on your stated date of birth in the app.

You can also withdraw your consent to the processing of your CPR number at any time. However, Rejsekort & Rejseplan A/S only processes the provided CPR number in connection with the application in the app, which involves one-off automatic lookups in the existing physical Rejsekort system. Rejsekort & Rejseplan A/S deletes your CPR number once the application process has been completed. In practice, therefore, withdrawing your consent to the processing of your CPR number will have no effect.

3.7 Special conditions for users under 18 years old

If you are under 18, you can only be registered as a user of the Rejsekort app if an adult creates the child's profile via their own profile. The adult must be the child's legal guardian or custodian. Please note that section 4.8 is addressed to the adult profile holder.

It is a requirement that you, as the legal guardian or custodian, creating a profile for a user under 18 years of age:

- Confirm that they are the parent or legal guardian of the user under 18
- Are at least 18 years old (validated via a one-time MitID login)
- Accept the terms for the Rejsekort app on behalf of the user under 18
- Commit to paying for journeys made by the user under 18 with the payment card that you, the adult, have registered in the Rejsekort app.
- Accept personal liability for outstanding payments for journeys made by the user under 18 (including for any travel companions)

If a user under 18 is entitled to customer type 'Disabled', you as the adult must apply for customer type 'Disabled' on the child's behalf. You can access the application form on the website www.rejsekort.dk. Please note that you must have created a profile for yourself and for the user under 18 in the Rejsekort app before the application can be submitted. It must be the same adult who created the profile for the user under 18 that subsequently applies on their behalf. Once the application has been submitted, it will be manually processed by Rejsekort Customer Service. See further details in section 4.7 – Special rules for customer type Disabled.

When the user under 18 logs into the Rejsekort app, the user must provide and confirm their phone number. Read more about other conditions in section 2.13.2. Prerequisites for purchasing electronic tickets.

It is a requirement that the adult pays for your journeys with the same means of payment that the adult has linked to their own profile. The adult's means of payment, which is attached to your profile, will automatically be linked to the profile of the user under 18. If the adult has several means of payment linked, payment will by default be charged to the primary means of payment. If payment cannot be completed with the primary means of payment, it will be charged to the secondary means of payment.

If you no longer wish to be liable for or pay for the user's journeys, this means that the user under 18 will no longer be able to use the Rejsekort app – i.e., the user will not be able to check in and start a new journey. If you withdraw your acceptance of liability at a time when the user under 18 is in the middle of a journey (i.e., checked in on the Rejsekort app), you will still be liable for the ongoing journey.

The link to your adult profile, the associated means of payment, and your liability as the adult creator will automatically expire when the user turns 18. As the adult creator, you may, for up to three years, access the travel history for the journeys you have paid for on behalf of the child. You may also raise objections in cases of incorrect fare calculation for the journeys you have paid for.

The user's profile is automatically converted into an adult profile when the user turns 18, and any accumulated volume discount remains on the profile. Continued use of the Rejsekort app is, however, conditional upon you accepting the terms for the Rejsekort app yourself and adding an email address and a means of payment, since you are now legally of age.

4. Smart check-out

With the "Smart Check-Out" feature, the Rejsekort app can perform check-out automatically under certain conditions:

You must manually activate "Smart Check-Out" in the app. If the feature is enabled, you will receive a notification on your phone as soon as the app detects that your public transport journey has, with high probability, ended. The notification includes a timer that counts down from 5 minutes. The timer shows the remaining time until you are automatically checked out. You can manually cancel the timer if you wish to continue your public transport journey. If you do not cancel the timer manually, you will be automatically checked out when the time runs out. This ends your journey, and the fare is calculated.

To use "Smart Check-Out," you must allow notifications on your phone and ensure your phone has a data connection.

Regardless of whether you choose to use the "Smart Check-Out" feature or not, it is your own responsibility to ensure that check-out is completed correctly.

5. Automatic check out of unfinished journeys

At 04:00 every night, the Rejsekort app enforces a check-out for journeys that were started before 22:00 and have not been checked out. This ends the journey, and a fare will be calculated for the journey that was not completed via manual or "Smart Check-Out." Automatic check-out only occurs for journeys where no travel activity has been registered shortly before 04:00.

6. Transfer of earned discount levels from Rejsekort as a card

Earned discount levels on a Rejsekort as a card are not automatically transferred to the Rejsekort app. However, it is possible to transfer an earned discount level through a manual process.

The transfer of a discount level can be initiated via the menu item in the app called "Discounts/Volume Discount." Here, you must enter the 16-digit Rejsekort number from which the discount level should be transferred. Your discount level in the Rejsekort app will then be updated to the correct level.

After your first journey in a zone where discount levels can be earned, you will also receive a notification in the app with a link to transfer your earned discount level.

Please note that you can only transfer your discount level once. If you continue to use your Rejsekort as a card after the transfer, no further earned discounts will be transferred to the app.

7. Ticket inspection

If you are using the Rejsekort app as your ticket, you must show your phone to inspection staff upon request. Since the app is personal, you may also be asked to present additional identification.

The inspection staff must be able to verify the validity of your ticket both visually and by scanning your phone. It is therefore your responsibility to ensure that your phone is in a condition that allows for inspection.

Please note that a cracked screen may prevent the ticket from being scanned. For more information about the rules for ticket inspection, please refer to the National Common Travel Rules.

[Read more about the National Common Travel Rules here.](#)

8. Communication in the Rejsekort app

You can contact Rejsekort Customer Service via the Rejsekort app. You will also receive relevant service information through the app's message center – please note that this function cannot be disabled.

If you need assistance with the Rejsekort app, you can contact Rejsekort Customer Service via the two contact forms available in the app. Inquiries can also be directed to Rejsekort Customer Service by phone at 70 11 33 33 or via the contact form on the website.

[You can find the contact form here.](#)

9. Payment methods

In the Rejsekort app, you can pay using a MobilePay payment agreement and selected payment cards, which are listed in the app.

As a parent or legal guardian who has linked a user under 18 years of age in the Rejsekort app, your payment method will also be used to pay for that user's journeys.

The journeys completed by you or by a linked user under 18 years of age during a calendar day are collected and charged once per day. Since charges for usage as well as refunds in case of incorrect fare or journey calculation may occur at irregular times, this may result in multiple charges and refunds being processed simultaneously.

In the event of a refund due to an overcharged amount for a completed journey, a processing time should be expected for Rejsekort & Rejseplan A/S to carry out the correction. We prioritise the handling of these cases and process them as quickly as possible.

Regardless of customer type, your travel history will show information about your completed journeys, including the price of each individual journey. For each payment, a summary will be generated showing which journeys the payment covers, including journeys made by any linked users under 18 years of age.

It is your responsibility to ensure that the selected payment method has a sufficiently high limit to cover your own usage as well as that of any linked users under 18, and that the payment method is not blocked (e.g., due to expiry). If a transaction fails and payment for your or any linked under-18 user's journeys cannot be completed, neither you nor the user under 18 will be able to use the Rejsekort app as valid proof of payment—that is, neither you nor any linked users under 18 can check in with the Rejsekort app until the outstanding amount has been paid.

You have the option to link multiple payment methods in the Rejsekort app. If payment with the primary payment method is not possible, the payment will instead be processed using the secondary method, and so on.

10. Receipt

You have access to view receipts for your purchases in the app under the menu item 'Travel History', where the 'Payments' tab is displayed. You can view your history for the past 3 years.

A user under 18 years of age cannot view payment history, as they are not able to pay for their own journeys.

If you select the "Receipt – via email" function in the app, you will also receive your receipts by email. Receipts from the app cannot be used as valid tickets. The receipt is sent to the profile that

pays for the journey. This means that if you, as an adult, pay for a user under 18 years of age in the Rejsekort app, you will receive the receipt.

11. Right of withdrawal

It is not possible to change or exchange electronic tickets once they have been issued. There is no right of withdrawal for tickets purchased with the Rejsekort app.

You do have the option to cancel your check-in if you have a check-out before boarding a means of transport. It is possible to check out without being charged until your actual public transport journey begins. Repeated cancellations of check-in may be considered misuse of the Rejsekort app.

12. Rights

Rejsekort & Rejseplan A/S owns all rights to the Rejsekort app.

When you register, Rejsekort & Rejseplan A/S grants you permission to use the app and its features as intended. It is prohibited to create copies of the app or grant rights to third parties. Neither the content of the app nor the underlying material that forms part of or elements of the content may be modified, adapted, disassembled, or altered.

13. Reservations

We reserve the right for typographical errors in these terms as well as in the Rejsekort app.

Rejsekort & Rejseplan A/S also disclaims any liability for loss or damage resulting from the Rejsekort app not functioning correctly, or from the inability to purchase electronic tickets due to technical issues. The app's lack of functionality under no circumstances entitles you to travel without a valid ticket.

We also reserve the right to phase out older operating systems as they are no longer maintained by Apple and Google.

14. Misuse

In case of suspected misuse of the Rejsekort app, Rejsekort & Rejseplan A/S reserves the right to block users from being able to use the app for future ticket purchases.

Blocking users from future use of the app may occur temporarily (from 1 month to 3 years). The assessment of whether a user should be blocked, and for how long, is based on a specific evaluation of the identified misuse. Factors such as the extent of the misuse and whether the user has previously had their access to the Rejsekort app blocked are taken into account when determining the length of the blocking period.

Rejsekort & Rejseplan A/S may, based on a specific evaluation, either shorten or extend the period during which the user is registered as blocked in the Rejsekort app. Rejsekort & Rejseplan A/S will send written notification if the blocking period is extended.

Rejsekort & Rejseplan A/S will notify the user in advance of suspected misuse and possible blocking. In special cases, however, blocking may occur without prior notice.

When Rejsekort & Rejseplan A/S blocks a user, the user will receive written notification of the reason as soon as possible.

15. Amendment of these terms and conditions

Rejsekort & Rejseplan A/S may change the terms of use for the app at any time, including introducing or modifying fees and services, in the following situations:

- In the event of changes in legislation or legal practice
- If the connected transport operators decide to discontinue, introduce, or modify services or ticket types associated with the Rejsekort app
- Due to increased costs for our services, including costs related to administration, distribution, and personnel
- In the case of significant changes to the services offered by Rejsekort & Rejseplan A/S, including how the Rejsekort app is used
- To accommodate inflation

If the changes are to your disadvantage, you will be notified at least one month before they take effect. In such cases, you will be informed about the changes and the content of the new terms via the app and at www.rejsekort.dk/rejsekort_app. You will have the option to deactivate your Rejsekort profile free of charge within one month of the notification if you do not wish to be subject to the new terms. If we do not hear from you, we will consider this your acceptance of the changes. If you, as an adult, have linked a child to your profile, the above also applies to your acceptance of the terms on behalf of the child.

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

16. Prices (fares) for journeys

All applicable prices are listed at www.rejsekort.dk under "Price list for journeys."

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

17. Complaints and appeals

Complaints related to the Rejsekort app must first be directed to Rejsekort Customer Service. Please note that complaints about penalty fares must be submitted to the transport operator that issued the penalty fare.

Objections to an unauthorised or incorrect transaction in the Rejsekort app must be received by Rejsekort Customer Service as soon as possible and no later than 36 months from the date of the transaction in question, cf. § 3, subsection 1 of the Danish Limitation Act.

If you disagree with the decision made by Rejsekort Customer Service in a case, you may appeal to one of the authorities listed below. The appropriate appeals body depends on the nature of your complaint.

Ankenævnet for Bus, Tog og Metro/Appeals Board for Buses, Trains and Metro

Complaints related to the issuance of a penalty fare, the functionality of the Rejsekort app,

activation, fare calculation, etc., can be submitted to the Appeals Board for Bus, Train and Metro using the complaint form available at www.abtm.dk.

Before you can file a complaint with the Appeals Board for Bus, Train and Metro, you must first have submitted your complaint to Rejsekort Customer Service or the relevant transport operator.

Appeals Board for Bus, Train and Metro

Automatikvej 1

2860 Søborg

mail@abtm.dk

www.abtm.dk

DSB's Customer Ambassador

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

The Danish Consumer Ombudsman

The Consumer Ombudsman handles complaints about the general terms and conditions of Rejsekort & Rejseplan A/S as well as marketing and advertisements (according to the Danish Marketing Practices Act).

The Consumer Ombudsman may also handle complaints about, for example, failure to meet disclosure requirements, third-party misuse, fair trading practices, etc., in accordance with the Danish Payments Act.

Consumer Ombudsman

Carl Jacobsens vej 35

2500 Valby

forbrugerombudsmanden@kfst.dk

www.forbrugerombudsmanden.dk

The Danish Data Protection Agency

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

Danish Data Protection Agency

Carl Jacobsens vej 35

2500 Valby

dt@datatilsynet.dk

www.datatilsynet.dk

Also read the complaints guide at www.rejsekort.dk

Questions and disputes concerning the interpretation of these provisions are subject to Danish law. Applicable from September 2nd, 2025.

Version 5.