



Terms for the Rejsekort app

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Version 7

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Terms for the Rejsekort app

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

The Rejsekort app is offered and owned by Rejsekort & Rejseplan A/S, CVR no. 27332072. Rejsekort & Rejseplan A/S has issued these terms. These terms for the Rejsekort app constitute a binding agreement between Rejsekort & Rejseplan A/S and you as a customer. You accept the terms in connection with your creation of an account in the Rejsekort app. We therefore recommend that you read the terms thoroughly before using the app. Non-compliance with these terms or other misuse of the solution may result in sanctions.

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

The Rejsekort app (including with Commuter Combi) must be linked to an account with a valid means of payment in order to be used to check in.

The applicable terms at any time can be found at www.rejsekort.dk or via the self-service solution.

Rejsekort & Rejseplan A/S is the data controller for the processing of personal data in the Rejsekort app. You can read more about the processing of your personal data in the Privacy Policy for the Rejsekort app, which you will find on our website www.rejsekort.dk under ‘Legal documents’.

1. General

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

Note: The Rejsekort app can only calculate your route and thereby the correct ticket price if your mobile phone is switched on during the entire journey. If your mobile phone is not switched on during the entire journey, you do not have a valid ticket.

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

You must have created an account, linked a valid means of payment and installed the Rejsekort app in order to be able to use the Rejsekort app to travel with. When you have checked in correctly in the Rejsekort app, the app may be used as valid ticket/travel authorisation.

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

You can read more about where you add additional travellers, dogs and bicycles when travelling with the Rejsekort app in section 3.3.2.

You can purchase Commuter Combi periods for the Rejsekort app, which gives you the possibility to travel without limitation within a selected geographical area (e.g. a route or specific zones) and for a selected period (e.g. 30 days). Read more about Commuter Combi in section 3.2.

1.1. Affiliated transport companies

The affiliated transport companies 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
- Hovedstadens Letbane, Metrovej 5, 2300 Copenhagen S, <https://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. Transition rules

The system behind the Rejsekort app is an independent system which is not connected with the system associated with the physical Rejsekort and card readers with 'Blue Dot', which will be phased out 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 have one single opportunity to transfer volume discount in the form of your discount level from your physical Rejsekort to your account. Read more about manual transfer of discount level in section 3.12
- You cannot transfer any balance from your physical Rejsekort to your account
- Different rules apply for correct check in and check out in the two systems

2. Travel rules

When you use the Rejsekort app, both these terms and the applicable Common Nationwide Travel Rules, including applicable supplements, apply.

In the Common Nationwide Travel Rules and supplements, you will find information about general rules for travelling by public transport, including carriage of animals, luggage, food and beverages.

You will also find rules regarding travel time guarantee, compensation in case of delay, replacement transport, liability and more.

You will also find information about through tickets (tickets purchased as one transaction for a continuous journey involving several transport types such as train, light rail, local railway and metro).

The Common Nationwide Travel Rules can be found at www.rejsekort.dk/Legal documents.



3. About the Rejsekort app

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

3.1. Creation of account

You must create a personal account in order to be able to use the Rejsekort app. Creation of account may take place either directly in the app, online via the self-service solution or with assistance from Rejsekort Customer Centre. Thereafter, you must log in to the Rejsekort app in order to be able to check in.

If you have already created an account for your Basiskort, this account must also be used for the Rejsekort app.

It is required that your account information is at all times correct, and that you only have one active account. Furthermore, your account is personal and may therefore only be linked to one email address, one telephone number and one customer/you as a person. Breach of this is considered misuse. You can read more about the consequences of misuse in section 9.

With your account, you can use both the Rejsekort app and Basiskort. If you change your account information, change means of payment or transfer volume discount, the change will take effect on your account and will apply to both the Rejsekort app and Basiskort. You may either update your information yourself in the app or via the self-service solution. You may also obtain assistance from Rejsekort Customer Centre.

3.2. Commuter Combi

Commuter Combi is a combination solution where you may have a prepaid ticket valid within a selected period and within a selected commuter area, at the same time as you use the Rejsekort app to continuously purchase tickets in areas and/or for periods that your prepaid ticket does not cover.

You may purchase Commuter Combi periods at any time, and you are not required to take any special action to activate this add-on option on your account or in the Rejsekort app.

If you travel outside your selected commuter area, or you do not have an active Commuter Combi period, the Rejsekort app will function as without Commuter Combi, whereby you pay for each individual journey you make.

The Commuter Combi period will be linked to your account and may be used with both the Rejsekort app and Basiskort.

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

3.3. How to use the Rejsekort app

The Rejsekort app (including with Commuter Combi) may only be used by the account holder. The account holder is the person stated on the account linked to the Rejsekort app. This means that you may not allow others to travel using your login for the Rejsekort app without you yourself also being checked in on the journey.

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

3.3.1. Check in and check out

The Rejsekort app operates by you checking in and checking out in the app. You must check in before your journey begins. This also applies when using Commuter Combi, even if you are travelling within the prepaid commuter area. Your ticket/travel authorisation is valid from the time of check in until the time of check out.

A successfully completed check in will be confirmed by the app on your mobile phone, and the ticket will be delivered in the app and can be shown by selecting 'Show ticket'. If check in cannot be completed due to technical issues, you must purchase a ticket by other means, as you will otherwise be considered to be travelling without a valid ticket in the event of ticket inspection. Read more about operational issues in section 24.

After check out, the app calculates the price of the journey based on the travel activity from start to final destination.

Correct and successful check in must be carried out in the app before boarding the means of transport. If check in has not been completed correctly, or if check in is carried out only after boarding the means of transport, this will be considered misuse of the system, and you and any accompanying travellers will be considered to be travelling without a valid ticket. In the event of travel without a valid ticket, you and any accompanying travellers will be charged a control fee during ticket inspection.

Failure to check in at the start of the journey means that you are travelling without a valid ticket/travel authorisation, even if you have a valid Commuter Combi period. During ticket inspection, you will be charged a control fee as a consequence of failure to check in.

You must not check out in the app until your journey has been completed, meaning after you have left the final means of transport on your journey. When you check out, the validity of the ticket ends and the price of the journey is calculated. If you need to change means of transport in order to continue your journey, you must not check out. You must only check out once the entire journey has been completed. If you check out and subsequently check in again to continue your journey, this will be treated as separate journeys.

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

If you wish to divide the journey across several tickets or products for travel authorisation, you may be requested to submit or present documentation for other valid travel authorisation either during inspection or in connection with subsequent disputes regarding route calculation versus your actual journey. Rejsekort & Rejseplan A/S, including Rejsekort Customer Centre, may in cases of doubt contact the issuer of another travel authorisation in order to confirm the validity of the submitted or presented documentation.

If the Rejsekort app, using your phone's built-in sensors, calculates that you are most likely no longer travelling but have not checked out, a notification will be displayed on your mobile device informing you that you may have forgotten to check out. A condition for receiving this notification 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 Centre as soon as possible and provide details of the journey, including the location and time at which the journey ended.



You can only check in using the Rejsekort app when a valid means of payment is linked to your account. This also applies when using Commuter Combi within the prepaid commuter area and period. If a payment cannot be completed, for example because the linked means of payment has been blocked, you will subsequently not be able to check in again until a valid means of payment has been registered in the app and any outstanding payment has been completed.

It is neither possible nor permitted to start a journey by checking in using the Rejsekort app and complete the same journey by checking out using your Basiskort. If you are checked in using the Rejsekort app and subsequently check in using your Basiskort, your journey in the Rejsekort app will automatically be closed and will no longer constitute a valid ticket/travel authorisation, and a new journey will be started using your Basiskort. The same applies in reverse. Journeys made using the Rejsekort app and Basiskort will be priced separately. Checking in using both products during the same journey may be considered misuse and may result in blocking of your account.

The maximum time is the maximum number of hours that may pass between check in and check out. The maximum time varies depending on the fare area. See further information at www.rejsekort.dk under Legal documents. If the maximum time is exceeded, your ticket will remain valid, but the payment for the journey will be split into two parts.

3.3.2. Additional travellers

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

You must add all types and the number of additional travellers before you check yourself in. After check in, the number of travellers is locked until the journey is ended by check out. This means that you will pay for yourself and all registered additional travellers for the entire duration of the journey until it is ended by check out.

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 within your selected commuter area and period, a fare will be calculated for the additional travellers in the same way as when using the Rejsekort app outside your commuter area or period.

3.4. Prices (fares) for journeys

The price of a ticket/travel authorisation depends on your customer type, any volume discount, mode of transport, chosen route, duration and time of commencement and completion of the journey, whether additional travellers, dog or bicycle have been added to the journey, and whether Commuter Combi has been purchased. For further information, please refer to the transport companies' fare rules, which are available at www.rejsekort.dk/Legal documents under "Price list for journeys".

The applicable prices at any time are stated at www.rejsekort.dk under "Price list for journeys".

Pursuant to the Danish Act on Traffic Companies, prices ("fares") for journeys in public transport are determined by the transport companies, which are also responsible for publishing price changes.

The price of Commuter Combi is determined by the transport companies and depends, inter alia, on the duration of the period, customer type and the selected commuter area. Prices for journeys, Commuter Combi and supplements for the use of the metro are adjusted continuously as part of the annual fare adjustments in public transport. Fare changes are published and notified by the transport companies within a reasonable period prior to the adjustment taking effect. Further information is available on the websites of the transport companies.

3.5. Validity of the Rejsekort app and Commuter Combi

The validity period for tickets purchased in the Rejsekort app commences at the time of check in and ends at the time of check out. It is not possible to extend the validity period once you have checked out, and a check out cannot be reversed.

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

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

You are always responsible for being able to present a valid ticket during your journey in the event of ticket inspection.

3.6. Purchase of periods with Commuter Combi

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

1. The duration of the period, i.e. a start date and an end date for when the prepaid ticket is to be valid
2. The period area, i.e. the geographical area or route for which the prepaid ticket is to be valid

Payment for the Commuter Combi period must be made in advance.

The Commuter Combi period is linked to the customer type registered on your account at the time of purchase. This means that you may change customer type on your account, but the changed customer type will only apply to future purchases of Commuter Combi periods **once** the change has taken effect. This applies regardless of whether the change results in higher or lower prices.

If you are a parent or guardian of a user under 18 years of age and the user is linked to your account, you may purchase Commuter Combi for your child's account. Please note that special rules apply when the user turns 18. Refer to section 3.8.4.

3.7. Age requirements

If you are 18 years of age or older, you may create an account in the Rejsekort app and purchase Commuter Combi periods yourself.

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

3.8. Customer type

3.8.1. General

Upon creation of an account, you are automatically assigned one of the following customer types: "Child", "Youth", "Adult" or "Pensioner", based on your date of birth. Your customer type is registered on your account and therefore applies to both the Rejsekort app and Basiskort, if you use both products.

The customer type may affect prices and any applicable discounts depending on where and when you travel. It is your responsibility to ensure that you travel using the correct customer type.

- To travel as a "Child", you must be under 16 years of age. Refer to section 3.8.4.
- To travel as a "Youth", you must be between 16 and 25 years of age. Refer to section 3.8.4.
- To travel as an "Adult", you must be between 26 and 66 years of age.
- To travel as a "Pensioner", you must be at least 67 years of age or have been assigned this customer type following application. Refer to section 3.8.2.

- To travel as “Disabled”, you must have been assigned this customer type following application. Refer to section 3.8.3.

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

3.8.2. Specifically for pensioners under 67 years

If you are younger than 67 years of age, you may be entitled to travel using the customer type “Pensioner”. It is a condition that you are at least 18 years of age, receive disability pension, senior pension or early retirement pension (including partial pension) from Udbetaling Danmark, and complete an application process in which you confirm your identity using MitID or other documentation. You can read more about how to apply at www.rejsekort.dk.

Until the application has been processed, you may continue to travel using the customer type determined based on your stated date of birth. You are only entitled to travel at the reduced price once you have been assigned the customer type “Pensioner”.

3.8.3. Specifically for customer type “Disabled”

If you wish to travel using the customer type “Disabled”, you must apply for this. It is a condition that you either have a Ledsagekort Danmark or a membership card from either Dansk Blindesamfund or Synscenter Refsnæs, and that you confirm your identity using MitID or other documentation.

You can read more about how to apply at www.rejsekort.dk.

Until the application has been processed, you may continue to travel using the customer type determined based on your stated date of birth. You are only entitled to travel at the reduced price once you have been assigned the customer type “Disabled”.

If you travel using the customer type “Disabled” with the Rejsekort app, you may bring an accompanying person who may travel at the child fare. You must check in your accompanying person in the Rejsekort app using the customer type “Child”. You can read more about the accompanying scheme on the transport companies’ websites.

3.8.4. Specifically for users under 18 years

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

It is a requirement that when creating an account for a user under the age of 18, you:

- Confirm that you are the holder of parental custody or guardian for the user under the age of 18
- Are at least 18 years of age
- Accept the terms for the Rejsekort app on behalf of the user under the age of 18
- Undertake to pay for journeys made by the user under the age of 18 using the means of payment you yourself have registered in the Rejsekort app (refer to section 5)
- Accept that you are personally liable for outstanding payments for journeys made by the user under the age of 18 (including any additional travellers)

If you no longer wish to be liable for the child’s journeys, you may withdraw your acceptance. The child will thereafter not be able to use either the app or any Basiskort. If you withdraw your acceptance while the child is checked in, you remain liable for the ongoing journey.

As an adult, you will have access to the child’s travel history and may submit objections. Refer to section 17.



If the child is to have the customer type “Disabled”, the adult must apply on behalf of the child. Refer to section 3.8.3.

When the child logs into the Rejsekort app for the first time, the child must provide and confirm their phone number. See section 3.9 for further conditions regarding the purchase of electronic tickets.

When the child turns 18, the adult’s payment for the child’s journeys will automatically stop. Continued use of the Rejsekort app requires that the user (after turning 18) accepts the terms for the Rejsekort app and adds an email address and payment method, as the user is now legally an adult.

3.9. Obligations when using the Rejsekort app (including Commuter Combi)

To use the Rejsekort app as a valid ticket, the following conditions must be met:

1. You must have downloaded and installed the app on a mobile phone and completed the account registration, including accepting the terms and conditions, and be logged into the app.
2. Your account details must always be correct.
3. Your account is personal and may therefore only be linked to one phone number, one email address, and one customer/person.
4. You must have added at least one valid payment method (either MobilePay or a payment card) in order to travel – this also applies if you are travelling with a valid Commuter Combi period.
5. Your phone must use an official version of Android (Google) or iOS (Apple), meaning that the operating system has not 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, functioning SIM card that ensures mobile data can be sent and received via a mobile network.
7. Your phone must be switched on throughout your journey – if your phone is turned off or runs out of battery, the correct route and ticket price cannot be calculated, and you will be considered to be travelling without a valid ticket in the event of ticket inspection.
8. Location services (high accuracy) must at minimum be enabled on your phone throughout your journey. It is a requirement to allow location sharing on iOS and Android phones as “While using the app.”
9. You must enable the app’s access to the motion sensors built into your phone.

If you use the Rejsekort app on an Android phone, you must allow the app to run in the background and set battery usage to “unrestricted.”

For users under 18, special requirements apply for registration and payment. See section 3.8.4 below.

Tickets in the app are personal and may not be transferred or forwarded to another mobile device. You must not allow others to use your account to purchase tickets.

Your account details must be documented, including by valid identification, in accordance with the procedures determined at any time by Rejsekort & Rejseplan A/S or the affiliated transport operators. You can read more on the individual transport operators’ websites and at www.rejsekort.dk.



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

Rejsekort & Rejseplan A/S recommends that power-saving mode be disabled. This ensures that your location data is registered correctly while you are checked in. Power-saving mode may affect the calculation of your route and therefore your ticket price.

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

You are responsible for ensuring that your phone has sufficient battery throughout the journey and that nothing prevents the built-in sensors or the installed software on your phone from functioning correctly.

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

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

If you discover unauthorized or incorrect transactions, or if you believe that price calculations are incorrect, you must contact Rejsekort Customer Service as soon as possible.

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

If someone other than you uses your account, this is considered misuse and your account may be blocked. See more about blocking in sections 9 and 10.

3.10. Smart check out

With the "Smart check out" function, the Rejsekort app can perform check out automatically under certain conditions:

You must activate "Smart check out" yourself in the app. If the function is activated, you will receive a notification on your phone as soon as the app registers that your journey by public transport has most likely ended. The notification includes a timer counting 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 journey by public transport. If you do not cancel the timer manually, you will be automatically checked out when the time has expired. This ends your journey and the fare is calculated.

It is a requirement for using "Smart check out" that you allow notifications on your phone and that your phone has a data connection.

Regardless of whether you enable the "Smart check out" function or not, it is your responsibility to ensure that check out is completed correctly.

3.11. Automatic check out of unfinished journeys

At 04:00 every night, the Rejsekort app forces a check out of journeys that 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 a manual or "Smart check out."

Automatic check out only takes place for journeys where no travel activity has been registered shortly before 04:00.

3.12. Transfer of earned discount tiers from Rejsekort on card

Earned discount tiers on the existing physical Rejsekort card, which will be discontinued in 2026, are not transferred automatically to your account. However, it is possible to transfer an earned discount tier. Read more at www.rejsekort.dk/hjaelp/overfoer-rabattrin.

Please note that you can only transfer your discount tier once. If you continue to use your existing physical Rejsekort card after the transfer, any additional earned discounts will not be transferred to the app.

3. Inspection

In the event of an inspection, you must, upon request from ticket inspectors or similar staff, present a valid ticket via the Rejsekort app. As your account, and therefore your ticket, is personal, you may also be asked to present identification.

The inspection staff must be able to verify the validity of your ticket both visually and by scanning your ticket on your phone. It is therefore your responsibility to ensure that your phone is in a condition that allows inspection. Please note that a cracked screen may prevent scanning of the phone's display. If scanning is not possible, this may result in the Rejsekort app not being accepted as a valid ticket/travel authorisation, and you may be considered to be travelling without a valid ticket.

For further information about ticket inspection rules, please refer to the Joint National travel regulations, including supplements, which can be found at www.rejsekort.dk.

4. Payment methods

Payment for tickets purchased via the Rejsekort app and purchases of Commuter Combi periods is made using the payment method (MobilePay or payment card) linked to your account and shown in the app.

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

If you make changes to your linked payment methods, these changes will take effect on your account and apply to both journeys made using the Rejsekort app and with Basiskort, if you use Basiskort. If you have unpaid journeys, you cannot remove your linked payment method.

If you are a parent or guardian who has linked a user under 18, your payment method will also be used to pay for that user's journeys (including any accompanying passengers).

Journeys completed by you and any linked users under 18 during a single calendar day are aggregated and charged once per day. As charges for journeys and any refunds in case of incorrect calculations of previous journeys and prices are processed 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 selected payment method has a sufficient spending limit to cover your usage and that of any linked users under 18, and that the payment method is not blocked (for example due to expiry). If a transaction fails and payment cannot be completed for your usage or that of any linked users under 18, neither you nor the user under 18 will be able to check in using either the Rejsekort app or Basiskort until the outstanding amount has been paid and a valid payment method has once again been linked to your account. As a result, the Rejsekort app cannot be used to check in, even if you have a valid Commuter Combi period and are travelling within the selected commuter area.

5. Receipts and information about journeys and purchases

You can access an overview of paid journeys in the app under the menu item “Travel history,” where the “Payments” tab appears, or in the self-service solution under “History.” You can view your payment and travel history for the past 36 months, including information about your journeys, such as the price of each journey. For each completed payment, you can see a combined overview of which journeys the payment covers, including journeys made by any linked users under 18.

A user under 18 cannot view payment history, as the user under 18 cannot pay for their own journeys.

By default, “Receipt – via email” is enabled in the app, and you will therefore also receive receipts by email. You can disable the “Receipt – via email” function in the app if you no longer wish to receive email receipts.

Receipts cannot be used as valid tickets/travel authorisation. The receipt is sent to the account holder who pays for the journey. This means that if you, as an adult, pay for a user under 18 in the Rejsekort app, you will receive the receipt. You can also obtain information about your purchases by contacting Rejsekort Customer Service or at one of the transport operators’ sales locations.

6. Right of withdrawal

There is no right of withdrawal for the purchase of tickets/travel authorisation made using the Rejsekort app.

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

Repeatedly cancelling your check-in is considered misuse of the Rejsekort app. Misuse may lead to sanctions, as described in section 9 and in the Joint National travel regulations, including supplements, which can be found at www.rejsekort.dk under “Terms and conditions.”

A Commuter Combi period can be fully refunded until the start of the first day of the selected period. After the first day of the selected period has begun, the remaining period can be refunded with a deduction equivalent to proportional payment for 8 days of validity. After the last day of the selected period has expired, no refund is available. Refunds of Commuter Combi periods cannot be reversed.

7. Termination of the customer relationship

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

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 the Rejsekort app or the self-service solution for 2 years. You will be notified in advance and given the option to prevent the termination.



8. Sanctions in case of misuse

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

Blocking of an account from future use of the app and Basiskort may be temporary (from one month up to three years). The decision on 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 been blocked previously are taken into account when determining the duration of the blocking.

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

Rejsekort & Rejseplan A/S will notify you via SMS and app notifications prior to a blocking if there is suspicion of misuse and therefore a risk of being blocked. In special cases, however, blocking of an account may occur without prior notice.

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

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

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

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

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

- Justified suspicion of misuse, including failure to check out, failure to pay outstanding amounts, or providing incorrect information
- A period of 2 years without travel activity or completed payments in the Rejsekort app
- If Rejsekort & Rejseplan A/S discontinues the Rejsekort app and/or replaces it with a new solution

10. Rights

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

When you register, Rejsekort & Rejseplan A/S grants you a personal, limited, non-exclusive, non-transferable, and non-sublicensable right to install and use the Rejsekort app on your own devices in accordance with these terms. 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.

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

11. Reservations

Reservations are made for printing errors in these terms and for errors in the Rejsekort app.



Rejsekort & Rejseplan A/S also disclaims any liability for loss or damage, including indirect loss, arising as a result of the Rejsekort app not functioning correctly or because purchases of electronic tickets are not possible due to technical issues.

Under no circumstances does malfunction of the app entitle you to travel without a valid ticket/travel authorisation. This means that if you are unable to check in with the Rejsekort app, you must find another way to obtain a valid ticket/travel authorisation.

Reservations are also made for the possibility that the Rejsekort app cannot be used on older operating systems as these are no longer maintained by Apple and Google.

12. Liability for use of the Rejsekort app

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

Rejsekort & Rejseplan A/S is not liable for payments or any loss you may incur as a result of unauthorized use of your account or phone by others.

13. Changes to these terms

Rejsekort & Rejseplan A/S may change the terms for using the app at any time, including introducing and changing prices, fees, and services, in the following situations:

- Changes in legislation or practice
- Changes due to technical or security requirements
- Changes regarding affiliated transport operators
- Decisions by affiliated transport operators to discontinue, introduce, or change services or ticket types associated with the Rejsekort app
- Increased costs for services, including administration, distribution, and staffing costs
- 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, they will be notified at least one month before they take effect. You will be informed about the changes and the content of the new terms via the app and on www.rejsekort.dk/rejsekort_app. Within one month after notification, you have the option to log out of the app or close your account free of charge if you do not wish to be bound by the new terms. If Rejsekort & Rejseplan A/S does not hear from you within this month, this will be considered your acceptance of the changes. If you, as an adult, have linked a user under 18 to your account, the above also applies to your acceptance of terms on behalf of the child.

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

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

14. Operational issues

Neither Rejsekort & Rejseplan A/S nor the affiliated transport operators are liable for any loss resulting from the Rejsekort app not being usable as valid travel authorisation, including if you are unable to check in using the app or if inspection staff cannot verify the validity of your ticket.

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

Only in very special cases is it permitted to travel without having checked in using the Rejsekort app. This includes, for example, major system outages where it is not possible to use the app and where it is at the same time stated under “Operational information” on www.rejsekort.dk that travel is allowed without check-in using the app, or where similar information has been announced by affiliated transport operators via station loudspeakers or by other means.

16. Communication

16.1. Contacting Rejsekort & Rejseplan A/S

If you need help with the Rejsekort app, you can contact Rejsekort Customer Service via the contact form in the app or the self-service solution.

You can also contact Rejsekort Customer Service by phone at +45 70 11 33 33 or via the contact form on the website. Find the contact form here: [kontaktformular](#) on Rejsekort.dk.

16.2. Communication from Rejsekort & Rejseplan A/S

Messages from Rejsekort & Rejseplan A/S to you may be sent via notifications in the Rejsekort app, SMS, or email. You will also receive relevant service information via the app’s message centre – please note that this function cannot be opted out of.

17. Complaints and objections

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

Complaints related to the Rejsekort app must initially be submitted to Rejsekort Customer Service.

Please note that complaints regarding 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 after the date of the transaction in question, cf. section 3(1) of the Danish Limitation Act.

When assessing whether objections have been submitted in due time, consideration will be given, among other things, to your obligation to regularly check travel entries, see section 3.9.

If you disagree with a decision made by Rejsekort Customer Service, you may submit a complaint to one of the bodies below. The appropriate complaint authority depends on the nature of the complaint.

The Appeals Board for Bus, Train and Metro

Complaints concerning penalty fares, functionality of the Rejsekort app, activation, price calculation, etc., can be submitted to the Appeals Board for Bus, Train and Metro via a complaint form available at www.abtm.dk.

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



The 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 travel with DSB and you are not satisfied with the decision, you may contact DSB's Customer Ambassador at kundeambassadoren@dsb.dk.

The Consumer Ombudsman

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

The Consumer Ombudsman may also handle complaints regarding non-compliance with information requirements, third-party misuse, good business practices, etc., in accordance with the Danish Payments Act.

The Consumer Ombudsman

Carl Jacobsens Vej 35

2500 Valby

FO@forbrugerombudsmanden.dk

www.forbrugerombudsmanden.dk

The Danish Data Protection Agency

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

The Danish Data Protection Agency

Carl Jacobsens Vej 35

2500 Valby

dt@datatilsynet.dk

www.datatilsynet.dk

You can also read the complaint guidelines on www.rejsekort.dk.

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