

Terms and conditions for mobile tickets purchased via the Mobilbilletter Hovedstaden application

Version 2.00

Terms and conditions of sale for mobile tickets for the Greater Copenhagen area purchased via the Mobilbilletter Hovedstaden app for Android and iOS devices (hereinafter referred to as 'device') The app is provided by DOT – Din Offentlige Transport, and is owned by DSB, Telegade 2, DK-2630 Taastrup, central bus. reg. (CVR) no. DK 25050053 .

Validity

A mobile ticket is valid from the point in time at which it is received and only on the telephone number for which it was purchased. You must have received your mobile ticket before boarding the bus, train or Metro. If you board the bus, train or Metro before you have received your mobile ticket, you will be regarded as travelling without a valid ticket.

If you lose your device, if it runs out of power or if you are otherwise unable to present your mobile ticket for inspection, you will also be regarded as travelling without a valid ticket. If you travel without a valid ticket, you must expect to be fined.

Mobile tickets are valid for an unlimited number of journeys by bus, train and Metro within the period and fare zones of validity.

You must board the bus, train or Metro before the validity period of the mobile ticket expires. After that, the mobile ticket is only valid for continuing your journey within the fare zones for which it is valid, you cannot change buses, trains or Metro trains.

Delivery

Mobile tickets are delivered to, and stored on the device and mobile number for which they were purchased. Mobile Tickets purchased via the Mobilbilletter Hovedstaden app are only valid on the mobile number and device for which they were purchased and must be presented for inspection on the device.

Any copying, changing or forwarding of mobile tickets is not permitted. It is a criminal offence to use tickets that have been copied or are otherwise forged.

If you delete the Mobilbilletter Hovedstaden app, your mobile tickets will also be deleted. If you subsequently install the Mobilbilletter app on the same device again, any valid tickets will be transferred to the device again.

Ticket inspection

The mobile ticket must be presented to the bus driver when boarding the bus and to ticket inspectors upon request. The ticket must be presented in such a way that the four code lines are visible. It must be possible to verify the validity of the mobile ticket by the ticket inspectors scanning the ticket, sending a control message or making a control call to the telephone number for which the ticket was purchased.

Methods of payment/Payment card

When you purchase a mobile ticket, you must pay directly using a payment card.

The Mobilbilletter Hovedstaden app accepts payment with the following payment cards: Dankort VISA-Dankort, VISA, VISA Debit/Electron, MasterCard and Maestro. The amount is withdrawn from your account when the mobile ticket is delivered to your device.

Payment by multiple ride ticket or invoice is also possible.

The Mobilbilletter Hovedstaden app uses DIBS Payment Services, which ensures that your payment is safe and certified by Nets. You can read more about safe payment at www.dibs.dk. For further information on payment via the Internet, please see www.forbrug.dk.

You can get a receipt for your purchase by logging on to www.dinoffentligetransport.dk. The receipt is not valid as a ticket.

Multiple ride ticket

The multiple ride ticket is valid for six months after the date of purchase and is non-refundable during the period of validity. On expiry, any remaining zones may be refunded according to the rules described on www.dinoffentligetransport.dk.

Refund

Mobile tickets are non-refundable and cannot be changed.

Fee

There are no fees associated with the purchase of Mobile Tickets.

Changes of product specifications and printing errors reserved.

Contact

In case of errors or delivery failure, please contact:

Din Offentlige Transport

Tel. +45 70 15 70 00

www.dinoffentligetransport.dk