

Terms and conditions for DOT Mobilbilletter app

Version 2.4

Terms and conditions for sale of mobile tickets for the Greater Copenhagen area (zones 1-99) via the DOT Mobilbilletter app for Android and iOS smartphones (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 business reg. (CVR) no. DK 25050053.

Validity

A mobile ticket is valid from the time when you receive it on your mobile phone and only on the mobile phone number, for which you purchased it. You must have received your mobile ticket before boarding the bus, train or Metro. If you board the bus, train or Metro before having received your mobile ticket, your status is that of a passenger 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, your status is also that of a passenger 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 your mobile ticket expires. After that, the mobile ticket is only valid for continuing your journey within the fare zones of validity, and you cannot change buses, trains or Metro trains.

Before buying a bicycle ticket, please note that bicycle curfew rules apply. For further information on these rules, please see www.dinoffentligetransport.dk/cykler (in Danish).

Delivery

Mobile tickets are delivered to and stored on the device and mobile phone number, for which you purchased them. Mobile tickets purchased via the DOT Mobilbilletter app are only valid on the device and mobile number for which they were purchased, and you must present them for inspection on that 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 otherwise forged.

If you un- and reinstall the DOT Mobilbilletter app on the same device and register the app with the same phone number as before, your valid mobile tickets and Multiride tickets will be transferred to your device. If you change device and transfer the SIM card to your new device, your valid tickets and Multiride tickets will be transferred to the new device. We advise you to uninstall the app on your old device.

If you change your phone number, you will lose any valid tickets, and any valid Multiride tickets purchased when the app was registered with your old phone number will no longer be available on your device. We advise you to contact one of the DOT customer centers and ask them to transfer your Multiride tickets to your new phone number. Please do not register the app with a different phone number than that belonging to the device. If doing so, you must expect to be fined.

Ticket inspection

You must present your mobile ticket 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. The ticket inspectors scanning your ticket must be able to verify the validity of your mobile ticket by sending a control message or making a control call to the mobile phone number for which the ticket was purchased. It is your responsibility to make sure that your device is in a state that makes this possible. Please note that a cracked screen may make it impossible to scan the ticket.

Methods of payment/Payment card

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

Payment by Multiride ticket or invoice (for companies that have an invoice agreement) is also possible.

The DOT Mobilbilletter 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 visiting www.dinoffentligetransport.dk/kvittering (in Danish). The receipt is not valid as a ticket. Please note that if you change your phone number, it is no longer possible to find receipts for purchases made via your old phone number. The reason is that in order to log on, you have to receive an SMS code on the phone number registered when the purchase was made.

Multiride ticket

A Multiride ticket has 20 vouchers/zones and costs DKK 150. The Multiride ticket can be used to pay for mobile tickets for 2-8 zones, and this way, you will get a discount. Payment for other tickets must be by payment card or invoice.

The Multiride ticket is valid for twelve months after the date of purchase. The expiry date for the Multiride ticket will be specified on the Multiride ticket. 14 days before expiry, you will receive an SMS, reminding you of the expiry date. On expiry, any remaining zones may be refunded for up to one year by contacting DSB Customer Center through the form www.dsb.dk/mobilklip. For more information on the rules, please see www.dinoffentligetransport.dk.

When you have purchased a Multiride ticket (via the "Multiride ticket" button on the front page), you then need to select the ticket you want to buy. If it can be purchased with the Multiride ticket and you have the required number of Multiride ticket zones for the selected ticket, the app will suggest the Multiride ticket as payment.

Refund

Mobile tickets are non-refundable and non-changeable. Multiride tickets are refundable, see the section above.

Fee

No fees are charged when you buy mobile tickets.

DOT reserves the right to change its product specifications and is not responsible for any printing errors.

Contact

In case of errors or delivery failure, please contact:

Din Offentlige Transport

Tel. +45 70 15 70 00

www.dinoffentligetransport.dk

The transport companies being part of Din Offentlige Transport are all members of Ankenævnet for Bus, Tog og Metro (the Appeal Board for Bus, Train and Metro). If you are dissatisfied with a decision made by one of the transport companies, you can therefore file a complaint with:

Ankenævnet for Bus, Tog og Metro, Gammel Køge Landevej 3, 2500 Valby (www.abtm.dk).