

Terms and conditions for Travel Pass

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Travel Pass is a mobile ticket for bus, train and Metro, which is purchased on www.travelpass.dk and delivered on your mobile phone as a text message. Travel Pass is valid in zones 1-99 (Greater Copenhagen area) with a minimum validity of two days.

Travel Pass is provided by DOT, Din Offentlige Transport, and is owned by DSB, Telegade 2, DK-2630 Taastrup, central business reg. (CVR) no. DK 25050053. DOT is a partnership between the traffic companies DSB, Movia and Metroselskabet. The partnership between DOT and DSB means that your purchase of mobile tickets is made through DSB and not DOT, and therefore, DSB is not the Data Controller.

The processing of your personal data

When you buy a Travel Pass on www.travelpass.dk, DSB collects data on you and your journey for the purpose of being able to complete the sale of the ticket. We only collect and store the data that is required in order to process your purchase and deliver the products you have ordered, including processing your payment, carrying out controls on your ticket during your journey and being able to assist you when you contact our customer service department.

These are the types of data we collect

The following types of personal data are processed by DSB when we issue a Travel Pass ticket via www.travelpass.dk: Phone number, email address, your phone company and payment card information. In addition, we save your order history in the form of ticket and order number, the period of validity of the purchased ticket and transaction number.

When you pay with a payment card, your card information is only registered at DIBS Payment Services A/S, which is DSB's provider of payment solutions. All transfers of payment card transactions take place in encrypted form and in accordance with the rules that have been laid out by the payment card issuers.

The information is collected on the legal basis provided by the General Data Protection Regulation's Article 6(1) (b), as the information is necessary for us to have in order to fulfil our agreement with you.

Your information is stored by DSB and DSB's data processors in the current year plus 5 years from the date your purchase was made, as DSB is subject to the Danish Bookkeeping Act, including its provisions on storing bookkeeping information.

Data processors and data transfers

Information that is collected and processed by DSB are partly stored with DSB and partly with DSB's data processing suppliers (hereinafter referred to as the "data processors"). DSB does not work with data processors who transfer data to countries outside of the EU or EEA.

Your information is transferred to Metroselskabet, Metro Service, Movia and DOT for the purpose of allowing them to process your purchase, including to verify the validity of your ticket during your journey and to assist you when you contact customer service. In addition, your transaction and bank information is transferred to Nets and Handelsbanken as these two entities manage the payment of the purchased tickets.

If you want more information

If you would like more in-depth information on how the data about you is processed, or if you want to exercise your rights, you can read more here: www.dsb.dk/privatlivspolitik

Validity

Travel Pass is valid for an unlimited number of journeys by bus, train and Metro within the period and fare zones of validity.

Travel Pass 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.

You will receive the ticket as a text message. In case the text message is not available, the Travel Pass receipt delivered by email is considered as a valid ticket if shown together with the mobile phone and phone number for which it has been purchased.

If you change your mobile phone on which your Travel Pass is stored, with the same phone number as before, your valid Travel Pass will be available for a transfer by contacting our customer service at <https://dinoffentligetransport.dk/tourists>. If you change your phone number, you will lose any valid tickets, registered with your old phone number.

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.

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.

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.

Ticket inspection

You must present your Travel Pass 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

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

DOT/DSB uses DIBS Payment Services, which ensures that your payment is safe and certified by Nets. For Visa, Visa Electron, MasterCard and Maestro, there has been added an extra step of security in the payment process in the form of 3D Secure, which prevents your payment information from being misused by others. For Dankort and Visa-Dankort applies Dankort Secured 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.

Receipts

You will be sent a receipt to the email address that you list during the ordering of a Travel Pass.

Refund

A Travel Pass cannot be exchanged, changed or refunded. However, mobile tickets that are purchased via www.travelpass.dk before the day on which they are to be used can be annulled if you contact the traffic companies' customer service centres no later than 24 hours before the start of the validity period. In special cases, mobile tickets can be refunded if they have not been used - for example, due to errors or traffic interruptions at the traffic companies or telecom operators. Refunding can only take place via one of the traffic companies' customer service centres. Read more at www.dinoffentligetransport.dk/mobilbillet_refusion (in Danish).

Gebyr

There are no fees associated with the purchase of Travel Pass.

User surveys

On behalf of DOT, DSB, the Metro Company or Movia can contact you via email after your purchase of a ticket in connection with a user satisfaction survey.

Reservations

We are not responsible for: Price increases, currency exchange rates, force majeure, print errors or changes to fees.

Right of cancellation

When you buy a DOT mobile ticket, there is no 14-day right of cancellation of the purchase. For further information, please go to the National Consumer Agency of Denmark's website at www.forbrug.dk.

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).