Terms and conditions for Eventbillet Tickets

Version 1.1, 2nd January 2015

Validity

An Eventbillet Ticket is valid from the time registered on the ticket you receive and only for the mobile phone number, for which you purchased it. You must have received your Eventbillet Ticket before boarding the bus, train or Metro. If you board the bus, train or metro before you have received your Eventbillet Ticket, you will be regarded as travelling without a valid ticket.

If your mobile phone runs out of power, or if you are otherwise unable to present your Eventbillet Ticket for inspection, your status is that of a passenger without a valid ticket. If you travel without a valid ticket, you must expect to be fined.

Eventbillet Tickets are valid for an unlimited number of journeys by bus, train and Metro within the period and fare zones 1-4 or 1-99.

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

Delivery

Eventbillet Tickets are delivered to, and stored on the mobile number for which you purchased them. You will receive the ticket as a text message. In case the text message is not available the Eventbillet receipt delivered by email is considered as a valid ticket if shown together with the mobile phone for which it has been purchased. Eventbillet Tickets are only valid for the mobile number for which they were purchased and must be presented for inspection together with the device.

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

If you change your mobile phone on which your Eventbillet Tickets is stored on, with the same phone number as before, your valid Eventbillet Tickets will be available for a transfer by contacting our customer service at www.publictransport.dk. If you change your phone number, you will lose any valid tickets, registered with your old phone number.

Ticket inspection

The Eventbillet Tickets must be presented to the bus driver when boarding the bus and to ticket inspectors in train and metro 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 Eventbillet Tickets by sending a control message or making a control call to the mobile telephone 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.

Methods of payment/Payment card

When you purchase an Eventbillet Tickets, you must pay directly using a payment card.

The DOT Eventbillet Tickets accepts payment with the following payment cards: Dankort, VISA-Dankort, MasterCard, Maestro, VISA, VISA Debit/Electron, American Express and JCB. The amount is withdrawn from your account when the Eventbillet Tickets is delivered to your device. Please be informed that the use of payment cards from certain countries may be partly or entirely blocked.

Refund

Eventbillet Tickets are non-refundable and cannot be changed.

Fee

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

Changes of product specifications and printing errors reserved.

Contact

In case of errors or delivery failure, please contact:

DOT - Din Offentlige Transport
Tel. +45 70 15 70 00
www.publictransport.dk

The Eventbillet tickets are provided by DOT – Din Offentlige Transport, and are owned by DSB, Telegade 2, DK-2630 Taastrup, central bus. reg. (CVR) no. DK 25050053.

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).