

# Refund of alternative means of transportation

Fill out the scheme with block letters and send it to:

## **Metro Service**

Att. Kundeservice  
Metrovej 3  
2300 København S

Or fill in the form at [intl.m.dk](http://intl.m.dk) or [dinoffentligetransport.dk](http://dinoffentligetransport.dk) for electronic refund.

**Remember to upload or attach the original receipt.**

## **Personal information**

First name

Family name

Address

Zip code

Town

E-mail

Bank

Reg. Number

Account Number

IBAN

SWIFT

## **Further information**

Metro Service  
Att. Customer Service  
Metrovej 3  
2300 København S

Customer service is open  
Monday – Friday 8.00-16.00  
T +45 7015 1615

Written inquiry [intl.m.dk](mailto:intl.m.dk)

# The Metro travel guarantee

April 2020 – Pekema A/S

**DOT**

## Information

We would like to inform you well in advance about relocations and other planned changes in the Metro operations.

We do that at the Metro stations and on m.dk, journeyplanner.dk and publictransport.dk.

We also take care of informing you, if there are unforeseen changes in the planned operations. You get the information via screens and loudspeakers in the trains and at the stations. Information about operations here and now can also be seen on m.dk.

By using the yellow call points at stations and in trains you can at any time get in contact with our employees. Our goal is a correct and constant level of information. Nevertheless it might happen that we cannot keep what we have promised.

## Metro buses

If there is a breakdown in the Metro operations, it does not mean that your travel is interrupted. In many cases the trains are diverted, so they quickly run again. During interruptions of longer duration Metro buses will be deployed as quickly as possible to replace the trains.

The buses will run between the involved stations. The Metro buses leave from the nearest Movia bus stop, which is marked with a Metro logo. You can read more about the Metro buses on m.dk.

## The Metro travel guarantee

If the metro is delayed by half an hour or longer on the trip, where you intended to go e.g. from station to station, we will refund, if you use alternative transportation. Alternative transportation may be a taxi, renting a bicycle or electric scooter, or use of a shared car service. Initially, you must pay yourself, but we will refund up to 300 DKK if the conditions for a refund apply. The guarantee applies for three months after the receipt has been issued.

To receive a refund of your expenses, the following conditions apply:

- It is a requirement that your trip with alternative transportation is started within a 250 meter radius of the metro station where the delay occurred, and that the alternative transportation is taken to/given back within a 250 meter radius of the closest metro station, where the journey can continue.
- Your receipt must include start and end location, distance, time, number of minutes and amount in Danish kroner.
- The means of transportation must be publicly available – for example, a shared car between neighbours/family/colleagues/housing cooperative and the like is not allowed.
- The means of transportation must belong to a named, VAT registered company with a CVR-number.
- The means of transportation must be approved for professional carriage.

The pamphlet can be found and downloaded as a PDF (for printing) on <https://dinoffentligetransport.dk/en/customer-service/service/travel-guarantee/travel-guarantee-for-metro/> - using this link you can also submit the information and upload the receipt via the contact form.

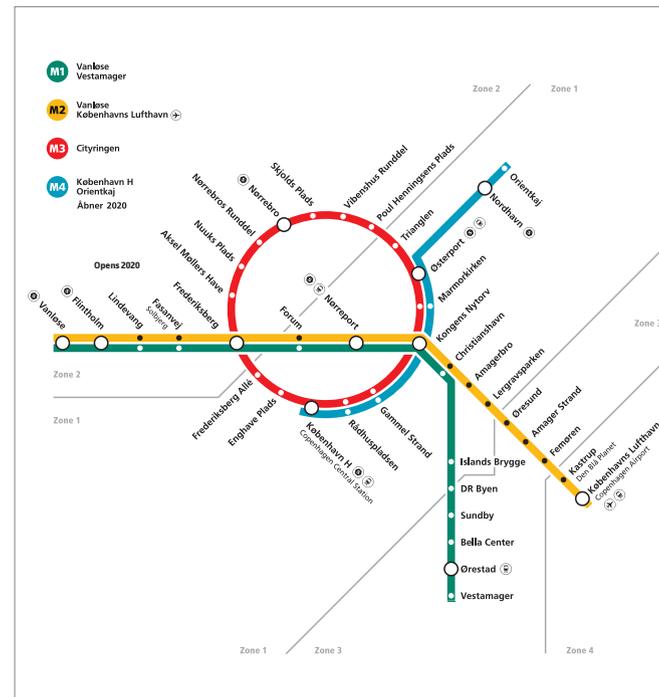
The Metro is not liable for any further costs that may have occurred due to the delay (fx flight, train, theater tickets etc.).

## The guarantee is not valid in case of

- Planned changes the Metro has announced on m.dk with enough notice, meaning the day before at the latest.
- Force Majeure (events that the Metro cannot influence, avoid or predict, and which as such has an extraordinary character e.g. fire, war, extraordinary events of nature, person collisions etc.).

## Wheelchair user

You can also use the travel guarantee, if you are a wheelchair user and find that there is no access to the Metro because the elevator at the station is out of order.



## Describe your planned travel

Date

Time

From station

To station

## What went wrong

Describe shortly how you experienced that the Metro failed, so that it was more than 30 minutes late:

Tick-off if you are a wheelchair user (see this section)

## Information about your ride

From

To

Price

Remember to attach the original receipt.

## Date and signature

Date

Signature