

DSB's Basic Travelling Time Guarantee

Effective as of January 17th 2012



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If you have a ticket, clip card or season card for your journey and you experience a delay of 30 minutes or more on your journey with DSB in Denmark or across the Øresund, DSB's Basic Travelling Time Guarantee (DSB Basis Rejsetidsgaranti) will compensate you for the prolonged travelling time.

You are eligible for compensation when you travel by DSB long-distance or regional train.

If you have a season card valid for 30 days or more, you must file an application under DSB's Commuter Travelling Time Guarantee (DSB Pendler Rejsetidsgaranti).

If you have an Øresund Card, you can apply under DSB Øresund's Commuter Travelling Time Guarantee (DSB Øresund Pendler Rejsetidsgaranti).

What to do?

In order to get the compensation, you need to complete the questionnaire on the back of this page or at dsb.dk/rejsetidsgaranti. Send the form along with a copy of your ticket, seat reservation, card or clip card to DSB's Customer Centre (DSB Kundecenter).

Please note that you are required to send the application form and a copy of your ticket and/or clip card not later than 14 days after the day on which you experienced the delay.

What is the compensation?

We offer you a new ticket for the same journey or a cash reimbursement according to the following rates

Delay		Compensation
30 minutes or more	→	25% of the cost price
60 minutes or more	→	50% of the cost price
90 minutes or more	→	75% of the cost price
120 minutes or more	→	100% of the cost price

If your compensation is less than DKK 25, we will automatically send you a DSB Travelling Time Guarantee Ticket (DSB Rejsetidsgarantibillet).

How do I get my compensation?

You can choose to have your compensation in the form of:

- a new DSB ticket for the same journey (a DSB Travelling Time Guarantee Ticket (DSB Rejsetidsgarantibillet)) or
- a cash reimbursement paid into your NemKonto (Easy Account)

If you choose a cash reimbursement, you are required to give us details of your civil registration number in the application. Without this information, DSB can only offer a new ticket.

Please allow 14 days for DSB Customer Centre to process your application; then you will receive your compensation.

You are not eligible for compensation from DSB if:

- you are only travelling by S-train, private railways/local trains, other traffic operators or busses
- delays are the result of force majeure
- at least 24 hours before your journey, DSB has published information about timetable changes via DSB Route Planner (Rejseplanen), ads, on dsb.dk or at the station.

How to get further information?

Read more about DSB's Basic Travelling Time Guarantee at dsb.dk/rejsetidsgaranti or call our Customer Centre on +45 70 13 14 15.

Application form

Complete and send the form to DSB Kundecenter, DSB's Basic Travelling Time Guarantee, Postboks 340, DK-0900 Copenhagen C.





DSB Basic Travelling Time Guarantee Application form

Please note: This form is not for holders of commuter travel card or fixed-period travel cards.

Details marked with an asterix * must be completed in order for us to process your application. Please write clearly in block capitals.

First name(s):* _____

Surname:* _____

Civil registration number:* _____

Please note that the civil registration number is required for cash compensation. Without the number we will always issue a new ticket.

C/O name: _____

Road/street:* _____

House number:* _____ Floor: _____

Postal code:* _____ Town:* _____

Country:* _____

Telephone number: _____ Mobile: _____

E-mail address: _____

(Please note that we will only use your e-mail address to contact you, if we need further details to process your application)

Choice of compensation (Please tick)

I would like a DSB Travelling Time Guarantee Ticket for the same journey

or

I would like a cash reimbursement paid into my NemKonto Easy Account

If you would like your compensation paid into an account outside Denmark, please supply the following:

SWIFT/BIC: _____

IBAN: _____

Details of journey

Date of departure:* _____
(Day) (Month) (Year)

From (station):* _____

To (station):* _____

Planned departure time:* : _____

Planned arrival time:* : _____

Actual arrival time:* : _____

Mid-journey change of trains, if any: * _____
(name of station)



**Enclosure**

I have enclosed the following documentation (Please tick)

- DSB Ticket and DSB seat reservation, if any
- Multi-fare ticket ("Klippekort"), fare number(s):
- Receipt(email) for Smartphoneticket.
- Phonenumber used for textmessage ticket _____
- Other
- Please return my travel documentation

I confirm that the information I have given is correct to the best of my knowledge.

Date: _____ Signature:*

Please forward your application to the following address

DSB Kundecenter
Basis Rejsegaranti
Postbox 340
0900 København C

You need to allow 14 days for your application to be processed at our Customer Centre (Kundecenter).

DSB will not pass on the data to a third party and guarantees that the data will be stored securely without access to unauthorised individuals. DSB will only use the data in connection with the running of DSB's Basic Travelling Time Guarantee.

