

For a faster response, passengers are advised to request reimbursement for a delay online at dsb.dk/rejsetidsgaranti. You should expect it to take our Customer Centre at least 14 business days to process your request, calculated from the time of receipt.

Basic Travel Time Guarantee request form

Details marked with an asterisk * are obligatory. If you fail to complete these details, your request will not be processed. Please write clearly in block capitals.

First name(s)*

Surname*

C/O name

Street*

House number.* Floor*

Postal code.* Town*

Country*

Phone number Mobile*

E-mail address

Reimbursement options (Please tick)

- I would like a compensatory DSB Ticket for the same journey. Valid up to 6 months from the date of issue.
- I would like a cash refund to my bank account.

Please note: If choose to receive a cash refund, you must give us your CPR (personal ID) no.

CPR-no.*

If you do not have a Danish CPR number and a Danish bank account, you can provide your IBAN and SWIFT code. Please note that payment to a foreign account can take up to 30 days.

SWIFT-nr.

IBAN-nr.

DSB will not disclose your personal data to a third party and guarantees that the data will be stored securely and protected from unauthorised disclosure. DSB will only use the data in connection with the DSB Basic Travel Time Guarantee request form.

Journey details

Departure date* date - month - 2 0 year

From (station)*

To (station)*

Planned departure time:

Planned arrival time:

Actual arrival time:

Mid-journey change of trains, if any*

What went wrong? Name Station

Documentation

I enclose the following documentation (Please tick)

- Ticket DSB Ticket and DSB seat reservation, if any

Ticket number or order number of a ticket purchased in the DSB app or at dsb.dk and email receipt, if any

Rejsekort number

3 0 8 4 3 0

Journey number

Other

- Please return my documentation

Please note that your request for reimbursement will not be processed unless you enclose relevant vouchers/ticket information in the form of an original or copy of the ticket. I declare that, to the best of my knowledge, the information I have given is correct.

Date* Signature*

Please forward your application to the following address

DSB Customer Centre,
DSB Basic Travel Time Guarantee
PO Box 363, 2630 Taastrup, Denmark

You should expect it to take our Customer Centre at least 14 business days to process your request, calculated from the time of receipt.

Effective as of 21 January 2024

DSB Basic Travel Time Guarantee



DSB Basic Travel Time Guarantee

If you travel on a Ticket, Commuter Card or Rejsekort and your journey with DSB in Denmark or across the Øresund is delayed by 30 minutes or more, you are entitled to request compensation for the inconvenience from the DSB Basic Travel Time Guarantee request form (DSB Basis Rejsetidsgaranti). You are eligible for reimbursement when you travel on DSB national and regional train services.

If you travel on a Commuter Card (Pendlerkort) that is valid for 30 days or more on a fixed route, you may subscribe to the DSB Commuter's Delayed Journey Reimbursement. If you have a Commuter Combi Card (Rejsekort Pendler Kombi), you can sign up both to the DSB Commuter's Delayed Journey Reimbursement Scheme for your regular commuter route and receive reimbursement via the DSB Basic Travel Time Guarantee request form for journeys other than your commuter route.

If you have a Commuter Card (Pendlerkort), you may alternatively choose to request reimbursement from DSB Basic Travel Time Guarantee request form for any journey that is delayed by 30 minutes or more. NB: Please note that you cannot be simultaneously enrolled in the automatic Commuters Travel Time Guarantee, which calculates delays longer than 3 minutes.

How do I claim reimbursement?

To claim reimbursement, you must fill in a request form.

The easiest way is to complete the form online at dsb.dk/rejsetidsgaranti. Alternatively, you can fill in the request form on the back and send it by post. Send the form with a copy of your ticket, travel pass, seat reservation or Rejsekort number/ticket number/order number to DSB Customer Centre.

If you have travelled on a Rejsekort, you can apply online at dsb.dk/rejsetidsgaranti by providing your Rejsekort number and journey number.

If you have travelled on a ticket purchased in the DSB app, you should provide your ticket number. NB: You should submit the request form and a copy of your ticket, Rejsekort number, etc. as soon as possible after your journey was delayed.

What kinds of compensation does DSB offer?

We will offer you a new ticket for the same journey or a cash refund at the following rates:

How much will I be reimbursed for the delay?

Delayed 30-59 minutes = 50% of the ticket price

Delayed 60-89 minutes = 75% of the ticket price

Delayed 90 minutes or more = 100% of the ticket price

How will I receive my reimbursement?

- If you choose to receive a DSB Basic Travel Time Guarantee ticket for the same journey
- If you choose a cash refund, the money will be deposited into your NemKonto

If you choose to have your reimbursement paid out, you must write your CPR number on the request form.

You are not eligible for reimbursement from DSB if:

- You travel exclusively on services run by other transport companies, on private/local trains or by bus

Passenger rights in the event of a delay of more than 60 minutes

If you travel by rail with DSB and your train is expected to be delayed by more than 60 minutes, you may choose to abandon the journey and return to your departure point on the same ticket, as well as to request reimbursement.

Refreshments in the event of a delay of more than 60 minutes:

If your journey is delayed by more than 60 minutes, DSB will offer you light refreshments.

If you travel by InterCity or InterCity Express train, staff on the train will often hand out light refreshments. If you are on the platform or travelling on a train without on-board services, you can request reimbursement of up to DKK 50 on a purchase of refreshments. Your purchase must be made at the station, usually at a DSB 7-Eleven. You may make your purchase only after the delay has exceeded 60 minutes. Your purchase must be made in connection with the journey.

To request reimbursement, send a copy of your ticket and your DSB 7-Eleven receipt for the refreshment purchase to dsb.dk/kundeservice via the link at the bottom of the page (Skriv til os). Please state which train you travelled on and submit your CPR number so that the reimbursement sum can be paid into your account.

Where can I get more information?

Read more about the DSB Basic Travel Time Guarantee at dsb.dk/rejsetidsgaranti or contact

DSB Customer Centre at +45 70131415.

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