

# TRAVEL GUARANTEE

In case your bus is delayed, Sydtrafik will cover expenses for a taxi or driving your own car. The travel guarantee covers up to 50 km.

Sydtrafik's travel guarantee applies, if you are more than 20 minutes late at the destination of the bus trip you had planned. It is imperative that the bus is the cause of your delay, and that no alternative connection was available. Your trip must be planned such that you have 4 minutes to change busses.

The travel guarantee applies to all busses in Jutland, run by Sydtrafik, Midttrafik, or NT. If DSB or Arriva caused your delay, you must make use of *their* travel guarantee.

## Delayed – what to do?

Call Sydtrafik call center at 7010 4410 to see if you are covered by the guarantee, and how to best proceed with your trip.

You decide whether to take either a taxi or drive a private car. You must initially pay the cost of the taxi yourself and remember to get a receipt.

## Apply within 14 days

You must send in your application for travel guarantee to Sydtrafik within 14 days.

You can either fill out the form in this folder – or apply online at [sydtrafik.dk/rejsegaranti](http://sydtrafik.dk/rejsegaranti).

## The guarantee does not apply if...

The travel guarantee only applies under normal traffic conditions. Accidents, weather extremes, etc. revokes the guarantee. Furthermore, Sydtrafik may have informed about changes on the route beforehand, which also revokes the travel guarantee.

Group trips are only covered if reservations have been made.

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JANUARY 2019



## The fine print!

To read further about the rules for travel guarantee, visit [Sydtrafik/rejsegaranti](http://Sydtrafik/rejsegaranti).

## Questions regarding travel guarantee?

Contact Sydtrafik Call center at 7010 4410



Banegårdspladsen 5 • 6600 Vejen  
[sydtrafik.dk](http://sydtrafik.dk) • [post@sydtrafik.dk](mailto:post@sydtrafik.dk)

Sydtrafik • Rejsegaranti - GB • 2019-01

 **SYDTRAFIK**  
– vi kører for dig

# APPLICATION

Fill out the form and send it to Sydtrafik, no later than 14 days after the incident.

Send your application to us in one of the following ways:

- Scan/send email to [post@sydtrafik.dk](mailto:post@sydtrafik.dk)
- Online form at [sydtrafik.dk/rejsegaranti](http://sydtrafik.dk/rejsegaranti)
- Letter to Sydtrafik, Banegårdspladsen 5, 6600 Vejen

**Save time**

Fill out the form  
at [sydtrafik.dk/  
rejsegaranti](http://sydtrafik.dk/rejsegaranti)

The travel guarantee only applies to busses from Sydtrafik, NT, and Midttrafik.

The guarantee does not apply to the parts of your trip where you travel with other bus companies, trains, planes, or ferries.

The guarantee only covers the transport itself – not refunds of ticket purchases or loss of earnings.

## Examples:

*If your bus is more than 20 minutes late, and you therefore are not able to catch your train, Sydtrafik will only cover the taxi fare to the train station. Not your onward travel to Copenhagen, for example.*

*If you experience the bus driving past you, even though you have signaled the driver, call Sydtrafik Call center. They can inform you whether the travel guarantee applies, and how you move on.*

## Where were you going?

Date \_\_\_\_\_

Route number \_\_\_\_\_

From stop \_\_\_\_\_

Departure time \_\_\_\_\_

To stop \_\_\_\_\_

Arrival time \_\_\_\_\_

## What went wrong?

What caused you to be late?

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

## The trip for which you seek compensation

The travel guarantee is applicable up to 50 km.

From \_\_\_\_\_

To \_\_\_\_\_

Number of km \_\_\_\_\_

### MANNER OF TRANSPORT

**Taxi**  
Remember to attach the original taxi receipt.

**Drove your own car**  
Only your outward journey is refunded, not your journey home.

**Was driven by someone else**  
The guarantee covers the round trip (max. 2x25 km)  
**Note:** The person who drove you is the one who must seek compensation. Therefore, the driver is the one who must fill out "Personal information" and "Date and signature".

## Personal information

Name \_\_\_\_\_

Address \_\_\_\_\_

Postal code/city \_\_\_\_\_

CPR number \_\_\_\_\_

E-mail \_\_\_\_\_

## Date and signature

Date \_\_\_\_\_

Signature \_\_\_\_\_

### \*Payment method

We make the payment to your NemKonto (Easy Account). Your CPR number will only be used to identify your NemKonto. If you don't have a NemKonto, you can open one for free at your bank.