

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.

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.

WHERE IS YOUR BUS?

On Livemap, you can check if your bus is on time, find bus routes, departures, and much more. All the information - right at your fingertips.



DOWNLOAD "REJSEPLANEN" (JOURNEY PLANNER) FROM GOOGLE PLAY OR APP STORE



CHOOSE LIVEMAP



FIND YOUR BUS AND SEE IF IT IS ON TIME

The fine print!

To read further about the rules for travel guarantee, visit Sydtrafik/rejsegaranti.

Questions regarding travel guarantee?

Contact Sydtrafik Call center at 7010 4410



SYDTRAFIK

Banegårdspladsen 5 • 6600 Vejen
sydtrafik.dk • post@sydtrafik.dk

TRAVEL GUARANTEE

JANUARY 2019



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
- Online form at 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.