

AFGØRELSE FRA ANKENÆVNET FOR BUS, TOG OG METRO

Journalnummer:	25-0057
Klageren:	XX Norge
Indklagede: CVR-nummer:	Metroselskabet I/S v/Metro Service A/S 21 26 38 34
Klagen vedrører:	Kontrolafgift på 750 kr. grundet manglende fremvisning af billet ved billetkontrollen samt et rykkergebyr på 100 kr.
Parternes krav:	Klageren ønsker, at ankenævnet annullerer kontrolafgiften, og gør gældende, at hun ved billetkontrollen ikke blev informeret om, at hun ville blive pålagt en kontrolafgift Indklagede fastholder kontrolafgiften
Ankenævnets sammensætning:	Nævnensformand, dommer Lone Bach Nielsen Nikola Kiørboe (2 stemmer) Helle Berg Johansen Dorte Lundqvist Bang

Ankenævnet for Bus, Tog og Metro har på sit møde den 20. august 2025 truffet følgende

AFGØRELSE:

Metroselskabet I/S v/Metro Service A/S er berettiget til at opretholde kravet om klagerens betaling af kontrolafgiften på 750 kr. samt et rykkergebyr på 100 kr.

Klageren skal betale beløbet til Metselskabet I/S v/Metro Service A/S, der sender betalingsoplysninger til klageren.

Da klageren ikke har fået medhold i klagen, tilbagebetales klagegebyret ikke, jf. ankenævnets vedtægter § 24, stk. 2, modsætningsvist.

- oOo -

Hver af parterne kan anlægge sag ved domstolene om de forhold, som klagen har vedrørt.

Klageren henvises til at søge yderligere oplysning om eventuel bistand i forbindelse med sagsanlæg fx på www.domstol.dk, www.advokatnoeglen.dk og /eller eget forsikringsselskab om eventuel forsikringsretshjælp.

SAGENS OMSTÆNDIGHEDER:

Klageren, der er bosat i Norge, skulle den 16. oktober 2024 rejse med Metroen til Nordhavn st. for at nå en færge til Oslo.

Imidlertid var der billetkontrol i Metroen mellem Østerport st. og Nordhavn st., hvor klageren kl. 15:54 blev pålagt en kontrolafgift på 750 kr. for manglende fremvisning af gyldig rejsehjemmel.

Uddrag fra den elektroniske kontrolafgift, hvor det fremgår, at der ikke blev forevist billet:

```
<Cause>Intet forevist</Cause>
<UnequalZones>false</UnequalZones>
<PaidCash>false</PaidCash>
<Amount>750</Amount>
<Cancelled>false</Cancelled>
<ChangedComment/>
<PaymentReceivedByUser/>
<Note/>
<TicketType>Intet forevist</TicketType>
```

Ifølge klageren oplyste stewarden hende ikke om, at hun ville blive pålagt en kontrolafgift, og hun fik ikke udleveret en fysisk kontrolafgift ved billetkontrollen, men blev blot bedt om at vise ID, hvorefter hun blev nødt til at stige af Metroen, da hun havde travlt med at nå sin færge til Oslo.

Metro Services steward noterede tilsvarende på den elektroniske kontrolafgift, at klageren skulle nå en færge til Oslo og derfor ikke fik udleveret kontrolafgiften:

```
<TicketType>Intet forevist</TicketType>
<SerialNumber/>
<SingleUseTicketStartZone xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance" xsi:nil="true"/>
<SingleUseTicketNumberOfZones xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance" xsi:nil="true"/>
<RebateCardNumberOfValidations xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance" xsi:nil="true"/>
<RebateCardType/>
<RebateCardIsChild>false</RebateCardIsChild>
<PeriodCardZones/>
<PeriodCardType/>
<OtherText>pax skulle med ferge til Oslo og havde ikke tid til at vente på afgift , var sammen med mand, samme historie</>
<TicketPhoto1>/9j/4YJFRXhpZgAASUkqAAgAAAAAMABsBBQABAAAANGAAABoBBQABAAAAPgAAAAABBAABAAAAEBIAABABAgAJAAAArgAAAAEBBAAABAAAjA0,
```

Ved udstedelse af kontrolafgifter i Metroen skal kunden udfylde en såkaldt kvitteringsslip, inden kontrolløren udfylder og udleverer den fysiske kontrolafgift til kunden. Kvitteringsslippen bruges internt i Metro Service som dokumentation for korrekt identifikation af den passager, der er blevet pålagt kontrolafgiften.

Ved billetkontrollen i Metroen den 16. oktober 2024 tog stewarden et foto af den kvitteringsslip, som blev udfyldt med klagerens navn, adresse og underskrift:

Underskrift: Signature:

By: City:

PR-nr.: Social Security Number

Navn: Name

Adresse: Address

Postnr.: Zip code

Underskrift: Signature:

Undertegnede kvitterer hermed for modtagelse af kontrolafgift med klagevejledning, udstedt i forbindelse med billetkontrol i Metroen. Kunder uden gyldig billet har pligt til at opgive fuldt navn, fødselsdato og adresse samt legitimere sig på fyldestgørende måde.

I hereby acknowledge that I have received a fare evasion ticket (including guidelines on how to appeal it). Customers who are unable to present a valid ticket are obliged to state their name, date of birth and address. Furthermore, we may demand to see ID.

Tekst i højre side af kvitteringsslippen:

Undertegnede kvitterer hermed for modtagelse af kontrolafgift med klagevejledning, udstedt i forbindelse med billetkontrol i Metroen. Kunder uden gyldig billet har pligt til at opgive fuldt navn, fødselsdato og adresse samt legitimere sig på fyldestgørende måde.

I hereby acknowledge that I have received a fare evasion ticket (including guidelines on how to appeal it). Customers who are unable to present a valid ticket are obliged to state their name, date of birth and address. Furthermore, we may demand to see ID.

Foto taget af stewarden af det fremviste kørekort:



Da Metro Service ikke modtog betaling for kontrolafgiften, fremsendte de en rykkerskrivelse til klageren den 13. januar 2025 med et rykkergebyr på 100 kr.

Klageren anmodede den 3. februar 2025 Metro Service om at annullere kontrolafgiften. Hun anførte, at hun ikke tidligere var blevet gjort opmærksom på, at hun skulle betale en kontrolafgift, og at hun ved billetkontrollen den 16. oktober 2024, kun var blevet bedt om at vise ID, men var blevet oplyst af Metro Services steward om, at hun ikke ville blive pålagt en kontrolafgift.

Metro Service fastholdt kontrolafgiften den 5. februar 2025 med begrundelsen, at klageren var blevet pålagt en kontrolafgift den 16. oktober 2024 og havde kvitteret for denne, men at hun grundet travlhed havde valgt at forlade Metroen inden, hun havde fået udleveret selve kontrolafgiften.

Derpå indbragte klageren sagen for ankenævnet, hvor hun yderligere gjorde gældende, at hun ikke havde udfyldt og underskrevet den kvitteringsslip, som Metro Services steward havde taget et foto af i kontrolsituationen.

ANKENÆVNETS BEGRUNDELSE FOR AFGØRELSEN:

Indledningsvist bemærker ankenævnet, at klageren ikke har indsendt information om eller dokumentation for gyldig rejsehjemmel hverken i første klageinstans eller i forbindelse med ankenævnsagen, hvorfor ankenævnet må lægge til grund, at gyldig rejsehjemmel ikke har foreligget på kontroltidspunktet, således som stewarden har noteret på den elektroniske kontrolafgift som

begrundelse "intet forevist".

Kontrolafgiften til klageren blev derfor pålagt med rette.

Ankenævnet bemærker, at der er enighed mellem parterne om, at klageren ikke fik udleveret en fysisk kontrolafgift, da klageren skulle skynde sig videre for at nå færgen til Oslo. Den omstændighed, at passageren ikke tager kontrolafgiften med sig, indebærer imidlertid ikke, at kontrolafgiften anses for pålagt med urette.

Klagerens oplysning om, at hun ikke blev informeret om, at hun ville blive pålagt en kontrolafgift, samt at hun ikke udfyldte eller underskrev en kvitteringsslip ved billetkontrollen, kan ikke føre til et andet resultat.

Ankenævnet har ved afgørelsen heraf lagt vægt på, at kvitteringsslippen er udfyldt og underskrevet med klagerens navn og adresse i Norge, og at denne adresse ikke fremgik af det fremviste kørekort, som stewarden fotograferede, hvilket på tilstrækkelig vis godtgør, at klageren selv udfyldte kvitteringsslippen.

Det kan heller ikke føre til et andet resultat, at klagerens fornavn er stavet med henholdsvis C og K på kørekortet og kvitteringsslippen.

Som følge af det anførte, og da det ikke er en betingelse for at pålægge en kontrolafgift, at passageren bevidst har søgt at omgå rejsereglerne, finder ankenævnet, at der ikke har foreligget sådanne særlige omstændigheder, at kontrolafgiften skal frafaldes.

Da klageren ikke betalte kontrolafgiften inden den fastsatte betalingsdato, var Metro Service i henhold til renteloven berettiget til at pålægge en rykkerskrivelse med et gebyr på 100 kr. Den omstændighed, at klageren ikke fik kontrolafgiften med betalingsoplysningerne med sig fra billetkontrollen, ændrer ikke herved, da klageren netop kvitterede for at være blevet pålagt en kontrolafgift ved at udfylde og underskrive kvitteringsslippen.

RETSGRUNDLAG:

Ifølge § 2, stk. 1, jf. § 3 nr. 3 i lovebekendtgørelse nr. 686 af 27. maj 2015 om lov om jernbaner, gælder loven også for metroen. Ifølge § 2 i lov nr. 206 af 5. marts 2019 om ændring af lov om trafikelskaber og jernbaneloven fremgår det, at jernbanelovens § 14, stk. 1, affattes således:

»Jernbanevirksomheder, der via kontrakt udfører offentlig servicetrafik, kan opkræve kontrolafgifter, ekspeditionsgebyrer og rejsekortfordringer.«

§ 14, stk. 2 og 4, ophæves, og stk. 3 bliver herefter stk. 2. Stk. 3 har følgende ordlyd:

"Passagerer, der ikke er i besiddelse af gyldig rejsehjemmel, har pligt til på forlangende at forevise legitimation for jernbanevirksomhedens personale med henblik på at fastslå passagerens identitet."

I de Fælles landsdækkende rejseregler (forretningsbetingelser), som trafikvirksomhederne har vedtaget, præciseres hjemmelen til udstedelse af en kontrolafgift.

Det anføres således bl.a., at passagerer, der ikke på forlangende viser gyldig rejsehjemmel, herunder er korrekt checket ind på Rejsekort til deres rejse, skal betale en kontrolafgift på 750 kr. for voksne.

Det er passagerens ansvar, at rejsehjemlen er endeligt modtaget på den mobile enhed før påstigning. Som passager uden gyldig rejsehjemmel betragtes også passager, der benytter kort med begrænset tidsgyldighed (f.eks. pensionistkort) uden for kortets gyldighedstid, eller hvis andre rejsebegrænsninger ikke overholdes (f.eks. for hvornår cykler må medtages, eller om der er betalt metrotillæg). Passagerer, der rejser alene på andres Rejsekort Personligt eller med en anden kundetype, end passageren er berettiget til, rejser uden gyldig rejsehjemmel. Kortindehaveren skal altid selv være checket ind på kortet på de rejser, hvor et Rejsekort Personligt benyttes.

Fra renteloven:

”§ 9 b. For rykkerskrivelser vedrørende fordringer kan fordringshaveren kræve et gebyr, jf. stk. 2, såfremt skrivelsen er fremsendt med rimelig grund (rykkergebyr). Fordringshaveren kan endvidere kræve et gebyr, jf. stk. 3, for at anmode en anden om at inddrive fordringen på fordringshaverens vegne, såfremt dette er sket med rimelig grund (inkassogebyr). Stk. 2. Der kan kræves et rykkergebyr på højst 100 kr. for hver rykkerskrivelse, dog højst for 3 skrivelser vedrørende samme ydelse. Har skyldneren inden for en sammenhængende periode til stadighed været i restance vedrørende samme skyldforhold, kan der uanset 1. pkt. højst kræves rykkergebyr for 3 skrivelser vedrørende restancerne i den pågældende periode. Der kan kun kræves gebyr for rykkerskrivelser, som er sendt med mindst 10 dages mellemrum.”

PARTERNES ARGUMENTER OVER FOR ANKENÆVNET:

Klageren anfører følgende:

*”During the inspection, the steward did not give me a physical inspection fee or inform me that I needed to take further action. Instead, he stated that taking my ID was simply for reference in case I was inspected again. I had no reason to believe I was receiving a fine and I presume I have to receive a fine when controlled as that is the normal procedure? The company answered this *”The inspection fee handed to you by the steward is also a payment form with both Danish and English payment instructions printed on the back. It also states that the payment of the inspection fee must be registered no later than 14 days from the date of issue, by using the [contact form](#) which is also written on the inspection fees. Consequently, it is a good idea to accept the inspection fee, even if you do not agree with the reason of issuance.”*. This is quite aggressive pressuring me to pay a fee I didn’t receive I have witnesses that can confirm the inspector never handed me a fee whatsoever and im sure the inspector would collaborate this, even if not there should be a paper trail if he gave me the inspection fee they claim he handed me? Unfortunately I was in a hurry to catch a ferry and did not have time to discuss the matter further and trusted the inspector when he told me the id was just to make sure he had the information needed should I be inspected again. They claim later that I was right they didn’t give me fee but it was because we I didn’t have time to wait for it, whch for me seems like a desperate attempt to validate the unlawful ticket they later chose to mail.*

The first time I became aware of the fee was when I received it in the mail—along with a late fee. Since I never received the initial notice, it is completely unreasonable to charge me a late fee for something I was never given the chance to address.

I had a valid ticket earlier and was simply confused as a tourist. This was an honest misunderstanding, made worse by the fact that I was misled during the inspection. I should not be required to pay this fee, and I request that it be canceled immediately.”

Indklagede anfører følgende:

"In the specific case, the complainant was ticketed on October 16, 2024, at app. 15:54 between Østerport station - Nordhavn station. At ticket inspection, the complainant was unable to present a valid ticket and was therefore issued an inspection fee in accordance with applicable regulations.

The metro runs, like the other public transport in the Greater Copenhagen area, according to a self-service system, where it is the passenger's own responsibility before boarding, to secure a valid ticket or card, which can be presented on request.

In cases where a valid travel document cannot be presented on request, it must be accepted to pay an inspection fee, which for an adult amounts to DKK 750. This basic rule is a prerequisite for the self-service system that applies to travel by public transport in the Greater Copenhagen area.

The above also appears from the common Travel Rules, which are on Din Offentlige Transport - , and this also appears from the information boards, which are set up at all stations.

In the aforementioned travel rules, the requirement for a valid ticket before boarding is described as follows:

2.4. Use of travel document

Public transport in Denmark is an open system with widespread self-service, and it is therefore always the customer's own responsibility to have a valid travel document upon boarding, including ensuring that the Rejsekort has been checked in correctly. When receiving the travel document, the customer must make sure that the ticket is in accordance with the desired requirements.

and

2.7. Inspection fee

2.7.1. Validity of travel documents

Customers who do not, when requested, present valid travel documents, including having checked in correctly on Rejsekort for their travel, must pay an inspection fee. This also applies if the customer has purchased a travel document via a mobile device that cannot be inspected, for example if it has run out of power or is broken.

Attached are 2 pdf files: 'Metroinformation' and 'Rejseinformation og linjekort' which show the information boards that are posted at all metro stations. For convenience, clippings from the posters are included below:



Hav billetten klar Have your ticket ready

Når du rejser med Metroen, skal du altid have gyldigt kort eller billet klar, inden du står på – du kan ikke købe billetter i metrotoget.

Når du køber billet til Metroen, er billettens gyldighedsperiode angivet på billetten. Du kan finde zonekortet på billetautomaterne på stationen, hvor du kan se, om din billet dækker zonerne på din rejse.

Hvis du rejser uden billet, vil du ved kontrol få en afgift. Metroens stewards kan tjekke din billet i toget samt på stationen, efter du har forladt toget.

På visse billetter og kort skal du betale et tillæg for at rejse med Metroen (f.eks. på Rejsekort eller pendlerkort). Du er selv ansvarlig for, at du har købt den rigtige billet, der giver adgang til rejser med Metroen. Læs mere om billetter, tillæg til Metroen og kontrolafgift på www.m.dk.

When you travel by Metro, you must always have a valid card or ticket ready before you board the Metro – tickets are not sold on the Metro.

When you buy a ticket for the Metro, the validity of your Metro ticket will be indicated on the ticket. You can find the zone map on the ticket vending machine at the station. Here you can see whether your ticket covers the zones you need for your trip.

If you travel without a valid ticket, you will be charged an inspection fee. Metro stewards can check your ticket on the Metro and at the station after you exit the Metro.

For certain tickets and passes, you have to pay a supplement for travel by Metro (e.g. for a Rejsekort or commuter card). You are responsible for making sure that you have purchased the correct ticket that provides access to travel on the Metro. Read more about tickets, the supplement for travel by Metro, and inspection fees at www.m.dk.



Kontakt og info Contact and information

Du kan altid finde mere information på www.m.dk eller ved at trykke på den grønne info-knap på de gule kontaktpunkter på stationerne og i toget. Den røde alarmknap bruges ved akut fare. Du kan også få hjælp til din rejse ved at bruge infoknappen på billetautomaterne eller ved at kontakte den fælles kundeservicetelefon for bus, tog og metro på:

DOT Kundeservice
T: +45 7015 7000

You can always find more information at www.m.dk or by pressing the green info button on the yellow contact points at the stations and on the trains. The red alarm button is only to be used in an emergency. You can also get help with your journey by using the info button on all ticket machines or by contacting the joint customer service line for bus, train, and Metro at:

DOT Customer Service
T: +45 7015 7000



Rejser med Metroen kræver gyldigt kort eller billet inden påstigning. Der findes Rejekort- og billetautomater på alle stationer. Billetkontrol kan ske både under rejsen, ved udstigning og på stationen efter endt rejse. Har du ikke gyldigt kort eller billet udstedes kontrolafgift efter gældende regler.

Travelling on the Metro requires a valid ticket. Tickets are available from ticket vending machines at the stations. Ticket control may be performed during the journey, when leaving the train and at the station after the journey has ended. Passengers boarding a train without a valid ticket will be liable to pay a fare evasion ticket.



Du kan benytte de gule kontaktpunkter til generelle henvendelser til Metroens kontrolrum ved at trykke på den grønne knap, INFO. Ved akut fare skal du trykke på den røde knap, ALARM.

Inquiries to the Metro control room may be made from the yellow intercoms by pressing the green button, INFO. In case of emergency, press the red button, ALARM.

In addition, signs are posted on all platform screen doors reminding passengers to have a ticket.



In her complaint to Metro, the complainant explains that she never received an initial fine and that the steward assured her that there was no fine or penalty, but that the steward simply asked for her ID, which she gave him because she was in a hurry to catch a ferry home.

In her submission to the appeals board, the complainant repeats the above explanation and adds that the steward explained to her that the identification was simply for reference in case she was inspected again.

The fee was imposed in October 2024, and the steward cannot remember the specific inspection situation, but when asked what his usual procedure is when he encounters passengers without a valid ticket, he replied that he informs them that he must then impose an inspection fee on them and asks the passenger to fill out the receipt, after which he gives the customer the payment form, which constitutes the fee itself, and which also contains information on how to make a complaint.

Although the steward cannot remember the specific ticketing situation, he made a note of the electronic fee - both for the complainant and her companion who also received an inspection fee:

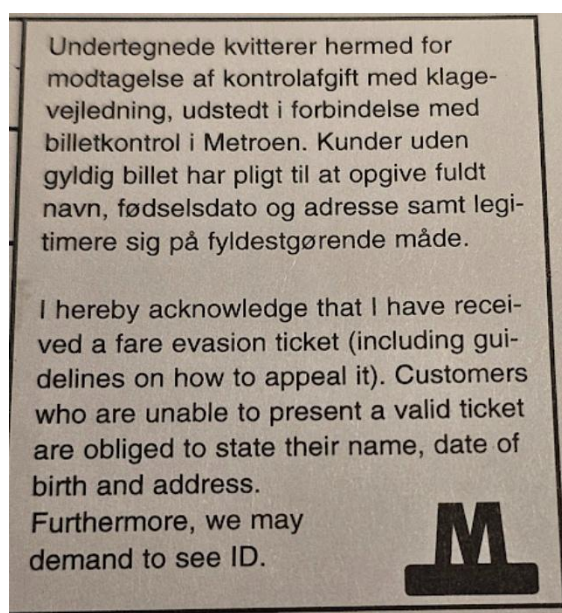
<OtherText>pax skulle med færge til Oslo og havde ikke tid til at vente på afgift , var sammen med mand, samme historie<

(Pax was going to Oslo by ferry and didn't have time to wait for the fee, was with a man, same story.)

The complainant's interpretation of the situation and dialogue must be based on a misunderstanding, because it makes absolutely no sense that the steward would ask the complainant and her companion for ID and to fill out receipts if it were not for the purpose of issuing inspection fees.

We are surprised that the complainant states that she was not aware that she received a fee, because she filled out a receipt that specifically states that she is acknowledging receipt of a fee, see the attached PDF file "Photos taken with the steward's PDA" and for convenience the inserted clipping below.

Furthermore, the complainant begins her complaint to the appeal board by writing that she believes that the fee was issued unfairly, which we understand to mean that the complainant was aware that she was being imposed a fee.



As the complainant herself explains in her inquiries, she was in a hurry to catch a ferry home, and this also supports the steward's note on the electronic fee.

However, the fact that the complainant left the ticketing situation before it was actually completed and thus did not take the payment form that constitutes the fee itself with her cannot be Metro's responsibility, but solely the complainants.

By filling out the receipt, the complainant was aware that she received a fee for not having a valid ticket and she could therefore have contacted Metro to either object or pay, but the complainant remained passive until she received a payment reminder.

Since the complainant did not have a valid ticket, the inspection fee was imposed correctly in accordance with applicable regulations.

The result of the subsequent case processing is also in accordance with applicable regulations, and we maintain the requirement for payment of both the fee and the payment reminder.

In conclusion, we draw attention to previous cases, e.g. 2017-0278 and 2013-0292, where the Appeals Board has stated "That it is not a condition for the transport company to maintain a control fee that the passenger accepts the fee/the payment form in the control situation" - e.g., where the complainants did not wish to receive the fee/the payment form itself and it was therefore due to the complainants' own circumstances that they were not aware of the objection and payment deadlines."

Til dette har klageren anført:

"I would like to address some inaccuracies in the previous response regarding the incident in question.

First of all, the receipt referenced was neither filled out nor signed. Secondly, according to the rules, a valid ticket at the start of a metro journey should remain valid for the entire duration of the trip. This was also acknowledged by the steward at the time, who allowed us to continue without issuing a fine, opting instead to simply take a photo of the ID.

Furthermore, the comment made regarding the fine being unfair was in reference to receiving it later by mail. It should not be assumed that we were informed at the time that a fine had been issued. The comment reflects our disagreement with the decision after the fact, not an acknowledgment of being fined during the interaction. Making such assumptions based on that comment is both inaccurate and unfair.

I would like to proceed with the complaint, and I ask that this clarification be taken into full consideration. If proof of the ticket purchase at the beginning of the journey is required, I will be more than willing to provide it."

Til dette har indklagede anført:

" Hereby follows our response to the complainant's comments in the above complaint case. [Our contribution is written in blue.](#)

First of all, the receipt referenced was neither filled out nor signed. Secondly, according to the rules, a valid ticket at the start of a metro journey should remain valid for the entire duration of the trip. This was also acknowledged by the steward at the time, who allowed us to continue without issuing a fine, opting instead to simply take a photo of the ID.

Neither the complainant nor her companion, for that matter, presented any ticket to the steward. This is evident from the steward's entries on the electronic inspection fee which was sent together with our response of 26 February.

See also the excerpt below:

```
<Note/>
<TicketType>Intet forevist</TicketType>
<SerialNumber/>
```

The complainant filled out and signed a receipt during the inspection and the steward took a photo of both the receipt and the complainant's ID. Both were attached to the response and for convenience we have re-attached the file.

The complainant's companion also filled out and signed a receipt.

Furthermore, the comment made regarding the fine being unfair was in reference to receiving it later by mail. It should not be assumed that we were informed at the time that a fine had been issued. The comment reflects our disagreement with the decision after the fact, not an acknowledgment of being fined during the interaction. Making such assumptions based on that comment is both inaccurate and unfair.

I would like to proceed with the complaint, and I ask that this clarification be taken into full consideration. If proof of the ticket purchase at the beginning of the journey is required, I will be more than willing to provide it.

If the complainant had a valid ticket when she was met by ticket inspection on the metro, we do not understand why she did not show it to the steward. You will not be charged an inspection fee if you can present a valid ticket upon request.

Any subsequent presentation of an impersonal ticket will not be accepted, just as a bank statement will not be accepted, and we refer to section 2.6 of the Common National Travel Regulations:

2.6. Inspection of travel documents

Throughout the journey, the customer is obligated to participate in the implementation of ticket inspection. This obligation also applies immediately after the customer has left the bus or train, and until they have left the platform or the metro area. If the inspection staff consider this necessary, the police may be involved or called in during the inspection. See also section 2.7.4 concerning identification.

Some tickets can be purchased as a Print-Self single ticket. In the event of a ticket inspection, a Print-Self single ticket (paper or mobile) must be presented together with the relevant ID. The ticket must be presented in its entirety, and it must also be possible to scan.

Mobile products must be presented to the inspection staff – e.g. by scrolling or navigating as required on the device, or by the customer handing the device to the inspection staff. The inspection staff must be able to verify the validity of the mobile ticket by sending a message or making a verification call to the telephone number for which the mobile product was ordered. The screen of the device must be in such a condition that inspection is possible.

Only original single tickets and cards are accepted as valid travel documents. Copies and images of single tickets and cards (Print-Self tickets excepted) are therefore not accepted.

If the customer travels on his/her Rejsekort under a customer category to which the customer is not entitled, the customer may be charged an inspection fee.

For example, if the customer is travelling under the 'child' customer category on a Rejsekort Anonymous or a Rejsekort Flex, the inspection staff may require proof that the customer is entitled to travel under the 'child' customer category. Similarly, a customer with a Rejsekort Personal must present a form of ID if the inspection staff so request, see section 2.7.4.

If a valid travel document cannot be presented upon request during inspection, it will not be possible to get a reduction or cancellation of an inspection fee by a subsequent presentation of travel documents, see section 2.7.5, however, concerning travel without a Commuter card.

We maintain that the inspection fee has been imposed correctly and in accordance with applicable regulations and maintain the requirement for payment of both the inspection fee and the corresponding reminder.”

På ankenævnets vegne



Lone Bach Nielsen
Nævnetsformand