

## AFGØRELSE FRA ANKENÆVNET FOR BUS, TOG OG METRO

<b>Journalnummer:</b>	25-0384
<b>Klageren:</b>	XX Barcelona, Spanien
<b>Indklagede:</b>	Movia
<b>CVR-nummer:</b>	29 89 65 69
<b>Klagen vedrører:</b>	Kontrolafgift på 1.000 kr. grundet rejse uden for gyldigt zoneområde på City Pass
<b>Parternes krav:</b>	Klageren ønsker, at ankenævnet annullerer kontrolafgiften, og gør gældende, at han var turist og handlede i god tro, da han ikke var klar over, at han var rejst uden for det gyldige zoneområde  Indklagede fastholder kontrolafgiften
<b>Ankenævnets sammensætning:</b>	Nævnshoved, dommer Lone Bach Nielsen Nikola Kiørboe Dorthe Thorup Helle Berg Johansen Dorte Lundqvist Bang

Ankenævnet for Bus, Tog og Metro har på sit møde den 26. februar 2026 truffet følgende

### **AFGØRELSE:**

Movia er berettiget til at opretholde kravet om betaling af kontrolafgiften på 1.000 kr.

Beløbet skal betales til Movia, 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](http://www.domstol.dk), [www.advokatnoeglen.dk](http://www.advokatnoeglen.dk) og /eller eget forsikringssselskab om eventuel forsikringsretshjælp.

## SAGENS OMSTÆNDIGHEDER:

Klageren, som er bosiddende i Spanien, var turist i København og købte i den forbindelse en billet i DOT-appen kaldet "City Pass Small 120 Adult", der var gyldigt i perioden 4. september – 9. september 2025 i zonerne 1, 2, 3 og 4.

Billetten så således ud på klagerens telefon:



Den 5. september 2025 skulle klageren rejse fra stoppestedet, Nørre Campus, til stoppestedet, Taarbæk Havn, hvoraf den sidste del af rejsen foregik med linje 388.

Imidlertid kom der billetkontrol ombord på linje 388 ved stoppestedet, Klampenborg st., som ligger i zone 40. Kontrolløren noterede, at klageren sad i bussen.

Da klageren fremviste sit City Pass, som ikke var gyldigt i zone 40, blev han pålagt en kontrolafgift på 1.000 kr. med årsagen "Billet mgl. zoner".

Uddrag fra kontrolafgiften:

Stop	Klampenborg St.
Påstigning	05-09-2025 10:10:06
Udstedt dato/tid	05-09-2025 10:13:20
Stået af	05-09-2025 10:15:27
Årsag	Billet mgl. zoner
Bemærkning	Kunden sad i bussen ved påstigning

Klageren anmodede den 13. september 2025 Movia om at annullere kontrolafgiften. Han skrev:

*"I received a 1000 DKK inspection fee on September 5, 2025, while traveling on Movia bus service as a tourist from Spain. I purchased a ticket but was fined for lacking correct zone coverage. This is my second visit to Copenhagen, but I was genuinely confused by the complex zone system and believed my ticket was valid for the entire journey. I demonstrated good faith intent to pay by purchasing a ticket and had no malicious intent to evade payment. I request the fine be cancelled or reduced considering my tourist status and genuine confusion about zone requirements."*

Movia fastholdt kontrolafgiften den 23. september 2025. De skrev:

*"Being a tourist does not excuse anyone from not presenting a valid ticket. We expect that all passengers will familiarize themselves with the rules before they board a bus. The Danish Transport System is based on self-service which literally means that you must ensure yourself to be able to present a valid ticket all the time on your travel upon request according to the Joint National Travel Regulations.*

*When you met our ticket inspectors on the day in question you presented a ticket that did not have the necessary zones included. When purchasing tickets you must ensure to have the correct ticket for the entire journey.*

*If you do not have the necessary zones, you may end up travelling in zones that you have not paid for and you therefore travel without a valid ticket.*

*You can check the zones at the bus stop or explore your journey on [www.rejseplanen.dk](http://www.rejseplanen.dk). You can find relevant information about purchasing tickets in English on our website [www.dinof-fentligetransport.dk](http://www.dinof-fentligetransport.dk)."*

Derpå indbragte klageren sagen for ankenævnet.

Movia har endvidere fremlagt uddrag af køreplanen for linje 388, samt zonekort for zonerne 1-4:

## 388 Lyngby St. - Helsingør St. evt. Taarbæk Havn

Rute	Zone	Stoppesteder
Lyngby St. Nørgaardsvej Klampenborgvej	41	Lyngby St. Lyngby Hovedgade Firskovvej Sorgenfrigårdsvej Lundtoftegårdsvej Helsingørmotorvejen Hvidegårdsparken Hjortekærvej
Christiansholmsvej Klampenborg St. Taarbæk Strandvej		Ermelundsvej Rødeport Vilvordevej, Ordrupgaard Ordrup Krat Krathusvej Bloksbjerg Dyrehaven
		Klampenborg St. Strandvejen Cottageparken Bødkerbakken



### ANKENÆVNETS BEGRUNDELSE FOR AFGØRELSEN:

Klageren kunne ikke forevise gyldig rejsehjemmel ved kontrollen i Movias buslinje 388 i zone 40, fordi hans City Pass ikke var gyldigt til denne zone.

Kontrolafgiften blev dermed pålagt med rette.

Det er ifølge selvbetjeningsprincippet i de Fælles landsdækkende rejseregler passagerens eget ansvar at have gyldig rejsehjemmel og at kunne fremvise denne på forlangende.

Ankenævnet bemærker, at oplysningerne om zoner findes ved bussens stoppesteder, samt er tilgængelige på engelsk i DOT-appen, DOT's hjemmeside samt Rejseplanen. Ankenævnet bemærker videre, at klageren kunne have rettet henvendelse til chaufføren for at sikre sig, at hans City Pass var gyldigt til rejsen.

Pligten til at betale kontrolafgift er ikke betinget af, om passageren bevidst har forsøgt at unddrage sig betaling for rejsen, og da dette er et område med oplagt mulighed for omgåelse af reglerne om at betale for hele sin rejse, finder ankenævnet, at der ikke har foreligget sådanne særlige omstændigheder, at klageren skal fritages for kontrolafgiften.

Forbrugerrådets repræsentanter udtaler kritik af kontrolafgiftens størrelse:

"Forbrugerrepræsentanterne finder, at kontrolafgifter over 750 kr. ikke står rimeligt i forhold til forseelsens omfang. Mange brugere af den kollektive transport pålægges kontrolafgifter, selvom de har forsøgt at betale korrekt, men har begået mindre fejl i et selvbetjeningsystem, der bliver mere og mere komplekst. Det er desuden bekymrende, at trafikkselskaberne – som monopolliggende virksomheder – selv fastsætter kontrolafgifternes størrelse. Dette giver selskaberne mulighed for at indføre kontrolafgifter, som ville være forretningskadelige, hvis der var reel konkurrence på markedet. Forbrugerrepræsentanterne indgiver derfor en mindretalsudtalelse vedrørende kontrolafgiftens størrelse. Dette ændrer ikke sagens udfald, men kontrolafgiften bør nedskrives til 750 kr."

### RETSGRUNDLAG:

Ifølge lov om trafikkselskaber § 29 kan selskabet udstede kontrolafgift og pålægge ekspeditionsgebyr til en passager, der ikke på forlangende foreviser gyldig rejsehjemmel.

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 1.000 kr. for voksne. Det gælder også, hvis passageren har købt rejsehjemmel via en mobil enhed, der ikke kan kontrolleres, f.eks. hvis denne er løbet tør for strøm eller gået i stykker. Det er passagerens ansvar, at rejsehjemlen er endeligt modtaget på den mobile enhed før påstigning.

I busser, hvor check ind sker om bord, skal check ind ske straks efter påstigning uden unødigt ophold, og inden passageren sætter sig ned.

Som passager uden gyldig rejsehjemmel betragtes også passager, der benytter kort med begrænset tidsgyldighed (f.eks. pensionistkort) uden for kortets gyldighedstid, eller hvis andre rejsebegrensninger ikke overholdes (f.eks. for hvornår cykler må medtages, eller om der er betalt metro-tillæg). 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.

## **PARTERNES ARGUMENTER OVER FOR ANKENÆVNEN:**

### **Klageren anfører følgende:**

" On September 5 2025, while traveling on a bus in Copenhagen, an officer gave me a 1,000 DKK fine for not having the correct zone coverage on my ticket. I had purchased a single-ride ticket at the ticket machine and believed it covered my travel. As a foreign tourist making my second visit to Copenhagen, I was genuinely confused by the complexity of the system zones. Me buying the ticket demonstrates clear, good-faith intent to comply with fare requirements, not fare evasion. The zone requirements were not clearly explained when i purchised the ticket, and the information given was insufficient. Similar cases before this Board have recognized that non-Danish speaking visitors frequently misunderstand the system despite intending to pay.

I respectfully request that the 1000 DKK inspection fee be cancelled in full, or at least reduced, given my good-faith ticket purchase, status as a visiting tourist, and documented confusion over zone requirements. I am prepared to pay the correct fare for the zones I used. Thank you very much."

### **Indklagede anfører følgende:**

" Movia hereby responds to the complaints regarding inspection fee 25090887 issued on the bus 388 on 05.09.2025. We enclose previous correspondences with the customers, as well as attachments.

Movia maintains that the inspection fee was correctly issued, as the complainant did not present a valid ticket when requested by the inspector on the bus.

On the day in question, the complainant travelled in zone 40, which was not covered by his 5-day city pass. The ticket only included zones 1, 2, 3, and 4. As both tickets and travel cards must cover *all* zones travelled through, it was correct that the complainant received an inspection fee due to missing zone coverage.

The fare system is based on a zonal structure, where the price increases depending on the number of zones travelled through. Passengers are therefore expected to ensure that their ticket covers all relevant zones. If one travels in a zone that has not been paid for, an inspection fee must be expected.

Movia refers to the Joint National Travel Regulations § 2.4, where it says that the Danish Travel System is based on self-service exclusively. That means that a customer is responsible for carrying a valid ticket and the customer can present it during the whole travel. A customer must ensure that the ticket is in accordance with requirements; hereby ensure that the ticket has the necessary zones for the travel.

## **The Joint National Travel Regulations:**

### **2.2. Customer categories**

*It is the customer's responsibility to have a valid travel document issued for the correct customer category.*

### **2.3. Purchase of travel documents**

*To be able to travel by train, bus and Metro, the customer must be in possession of a valid travel document.*

### **2.4. Purchase of travel document**

*Public transport in Denmark is an open system with widespread self-service, and it is therefore always the customer's responsibility to have a valid travel document upon boarding.*

*The driver can upon request provide guidance on travel documents but does not perform systematic single ticket inspection.*

*The customer can extend the journey by purchasing more zones/a new single ticket for the ordinary travel document. The purchase must be made while the ordinary travel document is still valid. The rules for purchase and use of a supplementary single ticket/new single ticket adhere to the general rules for purchase of travel documents. In DOT, the customer can extend the journey by purchasing a one-zone additional single ticket for a Commuter Pass. If the customer is to travel further than one zone, or if the customer is using another travel document, the journey may be extended by purchasing a new single ticket.*

#### **2.4.1. Use of single tickets and cards issued on cardboard, paper or via mobile phone**

*Commuter cards and season tickets are valid for the time period that is printed on them. Commuter cards and season tickets must be valid for all the zones that the journey passes through.*

### **2.6. Inspection of travel documents**

*If a valid travel document cannot be presented on request during inspection, it will not be possible to have to get a reduction or cancellation of an inspection fee by subsequent presentation of travel documents.*

#### **2.7.1. Inspection 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.*

## **Inspection fee**

On the day in question, the inspection team boarded bus 388 at Klampenborg Station in zone 40 at 10:10:06. According to the inspector, the complainant was already seated on the bus at the time of boarding. Shortly after, the inspector initiated a ticket inspection and observed that the complainant did not hold a valid ticket for zone 40, where the inspection took place. As a result, an inspection fee was issued at 10:13:20. The inspector also documented his observation in a written note.

**Bemærkning** Kunden sad i bussen ved påstigning

Stop	Klampenborg St.
Påstigning	05-09-2025 10:10:06
Udstedt dato/tid	05-09-2025 10:13:20
Stået af	05-09-2025 10:15:27

### Årsag

Billet mgl. zoner

### Comments and decision

The two images below show, respectively, the complainant's ticket display on the bus (right) and the ticket validity details (left). As shown in the image on the right, it is clearly stated that the complainant's ticket is valid in zones 1, 2, 3, and 4. According to the image on the left, the complainant purchased a 5-day ticket on 04.09.2025, valid until 09.09.2025.

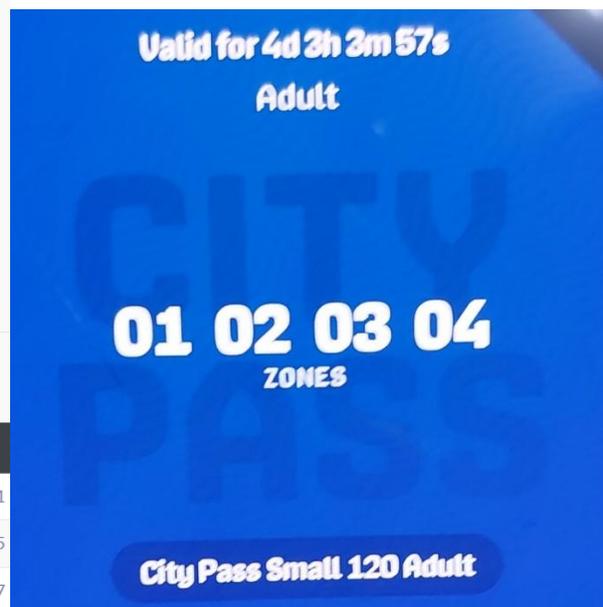
Movia maintains that the ticket clearly indicates its validity for zones 1, 2, 3, and 4 only. We do not see how this information could be presented more clearly on the ticket itself.

#### Billet information

<b>BILLETTYPE:</b> City Pass Small 120 timer	<b>PASSAGERTYPE:</b> Voksen
<b>STAMKORTNUMMER:</b> IKKE OPLYST	<b>STARTZONE:</b> IKKE OPLYST
<b>BILLETNUMMER:</b> 2581418504V1	<b>SLUTZONE:</b> IKKE OPLYST
<b>VARENUMMER:</b> 4029	<b>ANTAL GYLDIGE ZONER:</b> 4
<b>BILLETSTATUS:</b> Udløbet	<b>GYLDIGE ZONER:</b> 1001, 1002, 1003, 1004
<b>BILLET GYLDIG FRA:</b> 04 Sep 2025 - 13:16:55	<b>SØGEMETODE FRA:</b> IKKE OPLYST
<b>BILLET GYLDIG TIL:</b> 09 Sep 2025 - 13:16:55	<b>SØGEMETODE TIL:</b> IKKE OPLYST
<b>PRIS:</b> 340,00 kr.	

#### Billethistorik

Status	Handling	Tidspunkt
Gennemført	Ordre modtaget	04 Sep 2025 - 13:16:21
Gennemført	Betaling gennemført	04 Sep 2025 - 13:16:55
Gennemført	Download af billet bekræftet	04 Sep 2025 - 13:16:57



A section of the timetable for line 388 is shown below, indicating that Klampenborg Station is located in zone 40.

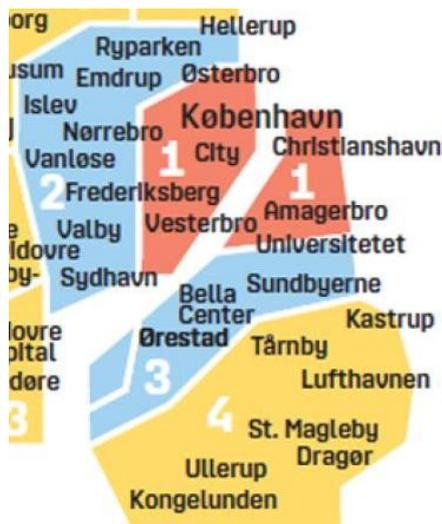
## 388 Lyngby St. - Helsingør St. evt. Taarbæk Havn

Rute	Zone	Stoppsteder
Lyngby St. Nørgaardsvej Klampenborgvej	41	Lyngby St. Lyngby Hovedgade Firskovvej Sorgenfrigårdsvej Lundtoftegårdsvej Helsingørmotorvejen Hvidegårdsparcken Hjortekærsvvej Ermelundsvej
Christiansholmsvej Klampenborg St. Taarbæk Strandvej	40	Rødeport Vilvordevej, Ordrupgaard Ordrup Krat Krathusvej Blokstjerget Dyrehaven <b>Klampenborg St.</b> Strandvejen Cottageparken Bødkerbakken

Zones 1, 2, 3, and 4 primarily cover the central parts of Copenhagen Municipality, including the immediate surrounding areas and Amager. This is a considerable distance from Klampenborg Station, which is located in zone 40.

Therefore, we must conclude that the complainant used a ticket that, by no reasonable interpretation, could be considered valid for the area in which he travelled.

The area of zone 1, 2, 3 and 4.



The zone information is clearly displayed on the bus's front display, on Rejseplanen.dk, and at the bus stops. Additionally, passengers are always welcome to ask the driver if they are in doubt about the correct zone for their journey.

Excerpt from the appeal case:

*“This is my second visit to Copenhagen, but I was genuinely confused by the complex zone system and believed my ticket was valid for the entire journey. I demonstrated good faith intent to pay by purchasing a ticket and had no malicious intent to evade payment.”*

The applicable travel rules apply equally to all passengers regardless of whether it is their first, second, or twentieth visit to Copenhagen or Denmark. It is the responsibility of every traveler, including visitors, to familiarize themselves sufficiently with the rules to ensure they travel with valid fare coverage.

While we acknowledge that navigating a new transport system can be somewhat challenging for first-time users, in this specific case, the complainant's situation is entirely self-inflicted. The ticket clearly stated the zones it covered, and zone information is visibly displayed at bus stops, on the front of the bus, and via digital platforms such as Rejseplanen.dk. Furthermore, it is always possible to ask the driver if in doubt.

It is also reasonable to expect that the complainant should have questioned the validity of the ticket particularly given the distance travelled from the inner city. The price of the ticket alone should have raised concern about whether it covered such a journey to a more distant zone like zone 40.

#### Movias conclusion

In conclusion, the inspector encountered the complainant in zone 40, for which the complainant did not hold a valid ticket. His 5-day City Pass clearly indicated validity only for zones 1 to 4.

Movia does not find that the responsibility for this situation lies with us, as the level of available information was more than adequate.

Zone boundaries are fixed, and it is essential to uphold them not only because longer journeys rightly incur higher fares, but also to ensure fairness. All passengers must be treated equally; it would be unreasonable if some are expected to purchase extension tickets or pay for additional zones, while others are not held to the same standard.

The fact that the complainant is not yet familiar with the Danish public transport system cannot lead to a different outcome. The information provided to the complainant was sufficiently clear, and as such, the inspection fee should be upheld.

According to § 2.4 in the Joint National Travel Regulations, a customer must always make sure that a ticket is in accordance with requirements.

#### ***2.4. Use of travel document***

*On receipt of a travel document, the customer must make sure that the single ticket is in accordance with requirements.*

Movia does not take into consideration whether the lack of a valid ticket is caused by intentional fraud, overlooking/forgetfulness or otherwise. An inspection fee is issued, when a customer cannot present a valid ticket at the ticket inspection.

Based on an overall assessment of the case, Movia has decided to maintain the inspection fee. “

På ankenævnets vegne



Lone Bach Nielsen  
Nævningsformand