

AFGØRELSE FRA ANKENÆVNET FOR BUS, TOG OG METRO

Journalnummer:	25-0293
Klageren:	XX 2500 Valby
Indklagede:	Movia
CVR-nummer:	29 89 65 69
Klagen vedrører:	Kontrolafgift på 1.000 kr. grundet manglende zone på pendlerkort
Klageren gør gældende:	at hun steg på bussen ved samme stop som kontrolløren, som kom løbende over vejen, og som derfor ikke så hendes påstigning, men fejlagtigt antog, at hun havde rejst med bussen fra et tidligere stop
Movia fastholder kontrolafgiften:	da kontrolløren noterede, at klageren allerede var siddende i bussen ved hans påstigning, og klageren rejste sammen med sin ægtefælle, der også blev pålagt en kontrolafgift
Ankenævnets sammensætning:	Nævnshormand, 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 17. december 2025 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, www.advokatnoeglen.dk og /eller eget forsikrings-selskab om eventuel forsikringsretshjælp.

SAGENS OMSTÆNDIGHEDER:

Klagen angår en kontrolafgift på 1.000 kr., som klageren blev pålagt i forbindelse med en busrejse den 7. marts 2025 i buslinje 11.

Stoppesteds- og zoneoversigt:

Kørselsretning:

Rute	Zone	Stoppesteder
Avedøre St. Byvej	33	Avedøre St. Dybenskærvej Brostykkevej Byvej 80
Kettevej		Kettevej Vedbyholm Nordlundsvej
Kettegård Allé		Hvidovre Hospital, Kollegiet Hvidovre Hospital, Hovedindgangen Hvidovre Hospital, Indgang Øst Arnold Nielsens Boulevard
Hvidovrevej Vigerslev Allé		Rosenhøj Hvidovregade
	2	Vigerslevvej Vigerslev Kirke Gladbovej
		Vigerslev Allé St. Fengersvej
		Vigerslev Allé Skole Peder Hjorts Vej
		Toftegårds Plads
Ingerslevsgade	1	Sjælør Boulevard Carlsberg St.
Tietgensgade		Knud Lavards Gade
H.C. Andersens Boulevard		Dybbølsbro St.
		Hovedbanegården Rådhuspladsen St.



Ifølge klageren har hun pendlerkort til zone 01 og 02 og steg ombord på bussen ved stoppestedet, Hvidovregade, der ligger i zone 02. Her steg kontrolløren også ombord, men kontrolløren kom løbende over vejen, og så ikke, at klageren allerede var steget ombord.

Ifølge Movia steg kontrolteamet på bus 11 ved Hvidovregade i zone 02 kl. 10:52:37. På dette tidspunkt bemærkede kontrolløren, at klageren og hendes ægtefælle allerede sad i bussen. Da bussen var en almindelig bus, hvor indstigning udelukkende sker gennem fordøren, og kontrolløren steg på blot 19 sekunder efter, at bussen ankom til stoppestedet, er det entydigt, at klageren må være steget på før Hvidovregade – dvs. i zone 33 eller tidligere.

Bussen ankom til stoppestedet, Hvidovregade, kl. 10:52:18.

Kontrolløren loggede sin påstigning kl. 10:52:37.

Bussen forlod stoppestedet kl. 10:52:40.



Bussens GPS:

#	Stoppested	Stopindikator	Pl. ank.	Pl. afg.	Obs. ank.	Obs. afg.
10	Hvidovre Hospital, Indgang Øst (409)	● ●	10:49	10:49	10:48:27	10:49:03
11	Arnold Nielsens Boulevard (411)	● ●	10:50	10:50	10:49:59	10:49:59
12	Rosenhøj (2101)	● ●	10:51	10:51	10:50:51	10:51:31
13	Hvidovregade (7069)	● ●	10:52	10:52	10:52:18	10:52:40
14	Vigerslevvej (7004)	● ●	10:54	10:54	10:54:15	10:54:45
15	Vigerslev Kirke (7005)	● ●	10:55	10:55	10:55:36	10:55:36
16	Gladbovej (7006)	● ●	10:56	10:56	10:56:27	10:56:43

Klageren blev pålagt en kontrolafgift for at mangle en zone kl. 10:55:14, og kontrolløren noterede, at klageren var siddende i bussen, da han steg ombord:

Zone	002
Linje	11
Bus nummer (Gåseddel)	7355
Køretøjs nummer	
Endelig destination	
Stop ID	7069
Stop	Hvidovregade
Påstigning	07-03-2025 10:52:37
Udstedt dato/tid	07-03-2025 10:55:14
Stået af	07-03-2025 10:57:20
Passager tal	12
Kontrol spørgsmål stillet	Nej
Kunden har forespurgt chauffør	Nej
Kort inddraget	Nej
Sprog	Dansk
Årsag	Billet mgl. zoner
Bemærkning	Mangler zone 33. Kunden var i bussen da jeg steg på sygesikringsbevis på appen
Id forevist	Sygesikringsbevis
Tidsforbrug	1m 32s

Klageren anmodede herefter Movia om at annullere kontrolafgiften, og gjorde gældende, at kontrolløren ikke sagde ikke noget til hende, før han rakte hende kontrolafgiften. Hun blev chokeret og stresset, men da hun var gravid, undlod hun at sige noget i situationen.

Efter at have haft sagen i høring hos kontrolløren, fastholdt Movia kontrolafgiften, og begrundede det med, at da kontrolløren steg på bussen ved stoppestedet, Hvidovregade, bemærkede han, at klageren allerede sad i bussen, da den ankom. Zonen ændres ved det stoppested, hvor kontrolløren steg på, og klageren kunne ikke fremvise billet til den forrige zone, 33.

Klageren svarede følgende til Movia om hendes og ægtefællens kontrolafgifter:

”Først vil jeg gerne anmode om, at I behandler begge sager separat, da vi har modtaget individuelle kontrolafgifter.

Ja, jeg er enig i, at jeg sad ned, inden kontrolløren steg på bussen. Jeg kan ikke huske det præcist, men jeg tror, han kom lige før bussen kørte. Jeg havde et gyldigt DSB pendlerkort til zonerne 1 og 2 på min mobil, og Hvidovregade ligger i zone 2. Hvis I ønsker det, kan jeg fremlægge et screenshot. Jeg argumenterede ikke med ham, da jeg var gravid på det tidspunkt.

Min mand betalte [sin afgift], da han ikke ønskede at trække sagen længere, men det betyder ikke, at vi er enige i afgørelsen. Jeg håber, at I behandler min sag separat og frafalder afgifte[n].”

Og efterfølgende:

”Kontrolløren ankom for sent og vidste derfor ikke, hvor jeg steg på bussen. Han stillede mig heller ikke et eneste spørgsmål og udleverede blot kontrolafgiften. Jeg er ked af at sige det, men hans opførsel var meget uhøflig. Det virkede som om, han var på en mission for at finde ”offeret”, da han forlod bussen uden at kontrollere de øvrige passagerer. Jeg blev meget stresset efter at have modtaget kontrolafgiften. Jeg sagde dog ingenting, da jeg var gravid på det tidspunkt.”

Derpå indbragte klageren sin kontrolafgift for ankenævnet.

Movia har oplyst, at klageren og ægtefællen rejste sammen og begge blev pålagt en kontrolafgift. Parterne kontaktede Movia separat, men fra den samme e-mailadresse. Da den første korrespondance blev sendt fra den fælles e-mailadresse, blev der i første omgang kun udsendt én partshøring til kontrolløren, hvis svar ved en tilfældighed blev registreret på klagerens ægtefælles sag. Da det senere blev klart, at situationen vedrørte to separate kontrolafgifter, blev sagerne opdelt og behandlet hver for sig. Klageren har ikke villet give samtykke til, at oplysningerne fra ægtefællens sag, kan inddrages i hendes sag, hvilket betyder, at visse faktiske omstændigheder ved den fælles rejse ikke kan indgå i Movias fremstilling af sagen over for ankenævnet.

Klageren har forklaret:

”Årsagen til, at jeg har valgt ikke at inddrage min mands sag i denne klage, er, at han i øjeblikket er i dialog med Rejsekort vedrørende en teknisk fejl i Rejsekort-appen. Hans situation vedrører derfor en separat sag, som stadig er under behandling. At kombinere de to sager på nuværende tidspunkt ville skabe unødvendig forvirring, da det ville introducere yderligere

omstændigheder, fortolkninger og tekniske spørgsmål, som ikke er relevante for min egen kontrolafgift.

Det er også vigtigt at understrege, at hver kontrolafgift udstedes til en enkelt passager og derfor i princippet skal behandles individuelt. Hvis Movia havde anset sagerne som uadskillelige, skulle der have været udstedt én fælles kontrolafgift på tidspunktet — hvilket ikke var tilfældet. Både min mand og jeg indsendte vores klager samtidig, men Movia valgte at afslutte hans sag og kræve betaling, før de besvarede min. Dette bekræfter yderligere, at sagerne fra starten er blevet behandlet separat.

Derfor er min beslutning om at holde sagerne adskilte ikke et forsøg på at tilbageholde information, men alene for at sikre korrekt og retfærdig sagsbehandling i overensstemmelse med gældende procedure.”

ANKENÆVNETS BEGRUNDELSE FOR AFGØRELSEN:

Det fremgår af de loggede data, at bussen ankom til stoppestedet, Hvidovregade, 19 sekunder inden kontrolløren loggede sin påstigning. Rent teoretisk kunne det derfor godt have ladet sig gøre, at klageren (og ægtefællen) var steget om bord ved dette stoppested og havde nået at sætte sig, inden kontrolløren kom løbende over vejen og steg ombord, hvor han observerede dem siddende i bussen.

Imidlertid finder ankenævnet det påfaldende, at klageren undlod at sige noget til kontrolløren i det ca. 1 ½ minut, som selve kontrolsituationen tog, hvilket ville have været naturligt, hvis hun lige var steget ombord og mente, at hun ikke skulle have en kontrolafgift. Påstigning i buslinje 11 skal ske oppe ved chaufføren, der herefter ville have kunnet bekræfte klagerens påstand.

Når klageren ikke kom med nogen indsigelser, havde kontrolløren ikke noget belæg for at undersøge klagerens påstigningssted hos chaufføren.

Ankenævnet lægger til grund, at hvis chaufføren havde bekræftet klagerens påstigningssted som Hvidovrevej (inden for pendlerkortets zoner), ville kontrolløren ikke have udstedt nogen kontrolafgift til klageren.

Efter en samlet bedømmelse af sagens omstændigheder, finder ankenævnet det herefter tilstrækkeligt godtgjort, at klageren var steget om bord på bussen, inden den kørte ind i zone 02, og at påstigningsstedet derfor lå uden for hendes pendlerkorts zoner.

Kontrolafgiften til klageren blev dermed pålagt med rette, og da det ikke er en betingelse for at pålægge en kontrolafgift, at passageren bevidst har søgt at unddrage sig at betale fuld pris for rejsen, finder ankenævnet, at der ikke har foreligget sådanne særlige omstændigheder, at kontrolafgiften skal frafaldes.

Den omstændighed, at selve kontrollen fandt sted i zone 02, som var på klagerens pendlerkort, ændrer ikke herved, da passageren skal have gyldig rejsehjemmel til hele rejsen.

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 selvbetjeningssystem, der bliver mere og mere komplekst. Det er desuden bekymrende, at trafikelskaberne – 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 trafikelskaber § 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 Rejekort til deres rejse, skal betale en kontrolafgift på 1.000 kr. for voksne.

”Pkt. 2.4.2. Særligt for mobilprodukter (der leveres via SMS eller app)

”Det er kundens ansvar, at rejsehjemlen er endeligt modtaget på den mobile enhed før påstigning. Det er ikke tilstrækkeligt, at bestillingen er påbegyndt. Billetter eller kort skal under hele rejsen være mulig at kontrollere for kontrollerende personale. Dette sker ved scanning. Skærmen skal være i en sådan stand, at kontrol er muligt.

Der må ikke rettes i rejsehjemlen. Rejsehjemlen er kun gyldig på det telefonnummer, hvortil den er bestilt og må ikke videresendes og/eller deles. Dog kan en kunde profil på RejseBillet app, DSB app eller DOT app overføres til en anden mobiltelefon end den købet er foretaget på 5 gange i mobilproduktets gyldighedstid, eller mobilproduktet kan gendannes på en ny telefon ved bekræftelse af en verificeringsmail.

Ved køb af mobilprodukter accepteres betingelserne for det enkelte produkt. Gældende betingelser fremgår af de enkelte selskabers hjemmesider (se afsnit 17). Midttrafik mobilklippe kort er gyldige i den periode og på den strækning samt det omstigningsområde eller det antal zoner, som antallet af stemplinger giver ret til.”

Klageren gør gældende:

I received a ticket while travelling from Hvidovregade to Valby. Both the places are in zone 2 and I had a valid pass in DSB app. The inspectors arrived late and saw me already sitting in a bus. He immediately handed over a ticket without asking any questions. As I was pregnant, I didn't argue and thought to complaint to Movia. However, I was told to pay the inspection fee. I think this is wrong and my fees should be waived.

Ønsker at opnå: Waive my inspection fees. ”

Movia anfører:

”Movia maintains that the inspection fee is rightly imposed, and we do so on the grounds that the complainant did not present a valid ticket on the inspectors' inquiry on the bus.

On the day in question, [klageren], was sitting on the bus with her husband when the inspector boarded in zone 2. The complainant herself admits this in her correspondence with Movia. The bus had previously been in zone 33, which was the previous stop. The complainant had therefore been on the bus at least since this stop.

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 journey. A customer must ensure that the ticket is in accordance with requirements; hereby ensure that the commuter pass has the necessary zones for the travel. In this case, it means that [klageren] is responsible herself for ensuring that the of zones on her commuter pass is sufficient for her travel.

If you travel outside the zones on your commuter pass, you must order a supplementary ticket before the bus leaves the zones on your commuter pass. If you board the bus in another zone, you must purchase a ticket before commencing your journey.

If you want to use the digital travel card in a zone that is not on your commuter card, you must make sure you are checked in before boarding the bus. The new digital service is a mobile product, and therefore the same rules apply as for regular mobile tickets; namely that the ticket must be received before boarding. We refer to § 2.4.2.

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, including by ensuring that the Rejsekort has been checked in correctly.

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.

2.4.2. In particular concerning use of mobile products (delivered via text message or app)

It is the customer's responsibility to ensure that the travel document has been received on the mobile device before boarding. It is not sufficient that the order has commenced.

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, 07.03.2025, the Inspection Team boarded the bus 11 at Hvidovregade at 10:52:37. At the time of boarding, the inspector noticed that the complainant and her husband were already on the bus. Cf. the complainant's correspondence with Movia, she claims that she was sitting, when the inspector boarded:

Complainant:

Yes, I agree that I was sitting before inspector get in the bus.

This corresponds to the inspector's own remark.

The inspector:

Bemærkning

Mangler zone 33. Kunden var i bussen da jeg steg på sygesikringsbevis på appen

Since the inspector boarded the bus at Hvidovregade in zone 2 and observed the passenger already seated, the latest possible boarding point would be Rosenhøj in zone 33, which is the previous stop. However, it is also likely that boarding occurred even earlier.

In any case, even if boarding had taken place at Rosenhøj in zone 33, the passenger's commuter pass would not have covered the journey, and the ticket would therefore have been invalid for the travelled zones.

According to the Joint National Travel Regulations § 2.4.1, a commuter pass must cover all the zones needed for the entire journey. Passengers are required to hold a valid ticket from the moment their journey begins, not only at the point of inspection.

In this case, it is therefore irrelevant that the inspection took place in zone 2. It is clearly documented that the complainant had already travelled through zone 33, for which no valid ticket was held. Consequently, the ticket was not valid for the full journey.

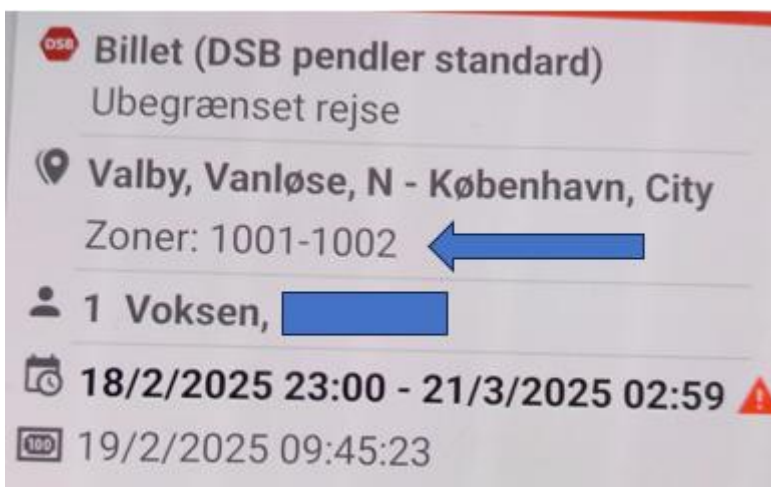
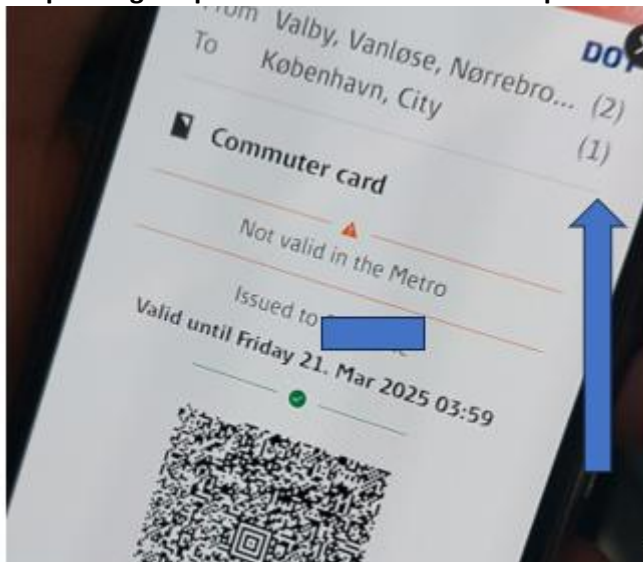
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Rute	Zone	Stoppesteder
Avedøre St. Byvej		Avedøre St. Dybenskærvej Brostykkevej Byvej 80
Kettevej	33	Kettevej Vedbyholm Nordlundsvej
Kettegård Allé		Hvidovre Hospital, Kollegiet Hvidovre Hospital, Hovedindganger Hvidovre Hospital, indgang Øst Arnold Nielsens Boulevard
Hvidovrevej Vigerslev Allé		Rosenhøj Hvidovregade Vigerslevvej

Based on the passenger's presentation of the commuter pass, we can see that it only covers zones 1 and 2. Therefore, an additional ticket for zone 33 must be purchased in order to travel legally in that zone.

The passenger's presentation of a commuter pass:



As the complainant was unable to present a valid ticket, she was issued a fine at 10:55:14 with the reason "Billet mgl. zoner" → "ticket missing zones".

Årsag	Billet mgl. zoner
Stop	Hvidovregade
Påstigning	07-03-2025 10:52:37
Udstedt dato/tid	07-03-2025 10:55:14
Stået af	07-03-2025 10:57:20

Comments and decision

The bus was at the stop between 10:52:18 and 10:52:40. The inspector registered his boarding at 10:52:37, which indicates that he boarded 19 seconds after the bus arrived. This was a regular bus with boarding only permitted through the front door.

Påstigning

07-03-2025 10:52:37

#	Stoppested	Stopindikator	Pl. ank.	Pl. afg.	Obs. ank.	Obs. afg.
10	Hvidovre Hospital, Indgang Øst (409)		10:49	10:49	10:48:27	10:49:03
11	Arnold Nielsens Boulevard (411)		10:50	10:50	10:49:59	10:49:59
12	Rosenhøj (2101)		10:51	10:51	10:50:51	10:51:31
13	Hvidovregade (7069)		10:52	10:52	10:52:18	10:52:40
14	Vigerslevvej (7004)		10:54	10:54	10:54:15	10:54:45
15	Vigerslev Kirke (7005)		10:55	10:55	10:55:36	10:55:36
16	Gladbovej (7006)		10:56	10:56	10:56:27	10:56:43

Excerpt from the correspondence with Movia:

"Yes, I agree that I was sitting before inspector get in the bus. I don't remember exactly, but i think he came just before the bus start. I had a valid DSB commuter card for zone 1 and 2 in my mobile and Hvidovregade comes in zone 2. If you want I can produce the screen shot. I didn't argue with him as I was pregnant that time. "

While the complainant states that she was already seated before the inspector boarded the bus, the timing of the boarding supports this. The bus was stationary at the stop between 10:52:18 and 10:52:40, and the inspector registered his boarding at 10:52:37, which was just 19 seconds after the bus had arrived. As this was a regular bus with boarding only permitted through the front door, it is clear that complainant must have boarded **before** the inspector, and thus **before** the stop at Hvidovregade (zone 2).

According to the route overview, the stop immediately prior to Hvidovregade is Rosenhøj in zone 33. Therefore, if she was already on board when the inspector entered, she must have boarded in zone 33; a zone not covered by the commuter pass presented, which was only valid for zones 1 and 2.

When ordering a Commuter Pass in the ticket app, you have the option to search for your journey. The app will show you different combinations of zones based on the different ways to get from A to B. It is

important that you choose a Commuter Pass that covers the zones you are travelling in. The app only makes suggestions - you must pay attention to yourself, that you only travel in the zones you have a valid ticket for.

If you travel outside the zones on your commuter pass, you must order a ticket before the bus leaves the zones on your commuter pass. If you board the bus in another zone, you must purchase an extension ticket before commencing your journey. As the complainant started her journey in a foreign zone, she should have ordered a supplementary ticket before boarding or alternatively a cash ticket directly when boarding.

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 journey.

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.

Note regarding case handling limitations due to data separation

We would like to point out that this case arises from a single inspection situation involving two individuals travelling together. Both people contacted Movia via the same email address, and only one hearing invitation was initially sent, as the event was perceived as one shared incident. This hearing was, by coincidence, logged under the other case, which we cannot present before a possible power of attorney.

It later became clear that the incident had been registered as two separate cases. While we fully respect this formal distinction, we must note that complainant has declined to provide consent for any data to be referenced across the cases.

This places us in a difficult position. Although the cases clearly concern the same event, we are legally prevented from referring to information which, in our view, is directly relevant and could help establish the facts more accurately.

As a result, we may not present elements that had consent been given could have contributed to a more complete and balanced assessment of the incident.

We respectfully request that the Appeals Board takes this limitation into account when assessing the case, as it has a direct impact on our ability to present all factual elements.

Movias conclusion

Based on the information available, we find no grounds for cancelling the fine.

The complainant was already seated on the bus when the inspection team boarded at Hvidovregeade in zone 2. As boarding on this type of bus is only possible through the front door, and the inspector boarded 19 seconds after the bus arrived at the stop, it is evident that the complainant must have boarded at an earlier stop; most likely Rosenhøj in zone 33, or possibly even earlier.

The commuter pass presented only covered zones 1 and 2, and zone 33 was therefore not included. Regardless of the specific stop of boarding, the complainant did not hold a valid ticket for the travelled zones at the time of inspection. A supplementary ticket should have been purchased for zone 33 in order to comply with the ticketing rules.

We further note that the complainant's own statement that she was already seated before the inspection supports the inspector's account and thereby confirms that the journey began outside the zones covered by the pass. As passengers are responsible for ensuring that their ticket covers the zones they travel in, boarding with insufficient coverage takes place at the traveler's own risk.

By orienting yourself at the bus stop and on your commuter card about zones, a customer should know when travelling with a valid ticket or not. Therefore, boarding takes place at own risk if one boards the bus despite having wrong zones.

In addition, we must emphasize that this case arises from a single inspection involving two individuals travelling together. Due to initial correspondence from a shared email address, only one hearing was sent, and it was by chance linked to the other party's case. Although the cases are now treated separately, and we fully respect the lack of formal consent to refer to the other case, we note that this significantly limits our ability to present all factual elements relevant to the incident.

It is particularly striking that the complainant now actively opposes the inclusion of case-related elements from her travel companion's case despite the fact that both people corresponded with Movia about the incident after it occurred. This selective withholding of information must be seen as reducing the overall credibility of the complainant's account.

We respectfully request that the Appeals Board takes this limitation into consideration when assessing the case, as it directly affects our ability to provide a fully informed case overview.

Movia maintains the inspection fee. In cases where no valid ticket can be presented at the time of inspection, a fine must be issued. This rule is a fundamental prerequisite for the functioning of the self-service public transport system in the Capital Region.

På ankenævnets vegne



Lone Bach Nielsen
Nævnetsformand