

FAQ about the Deutschlandticket used as a school travel pass

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What does the Deutschlandticket look like?



The Deutschlandticket is a chip card (see above).

The first name and surname appear in the bottom left corner on the **front** of the card.

N.B.: Due to the character limit, long names may be displayed in abbreviated form.

On the **back** of the card, the technical expiry date (month/year) is shown in the top line of text in the white section. However, the expiry date does not necessarily reflect the validity of the ticket. The card number is printed on the second text line.

When is the Deutschlandticket valid from?

The Deutschlandticket can be used from 1 August 2024 for the 2024/2025 school year and for subsequent school years providing the pupil is still eligible.

The chip card will cease to be valid if the pupil is no longer entitled to free school transport as per the regulations of the school transport provider (*Schulwegkostenträger*) in the pupil's district or city.

A pupil's entitlement to a chip card will be assessed on an individual basis.

A valid ticket can be used for travel to and from school as well as for journeys during your free time, including at weekends, on public holidays and during school holidays (**except summer holidays**).

Where can the Deutschlandticket be used?

In contrast to the previous pupil travel cards (*Sammel-Schülerzeitkarte*), the Deutschlandticket can also be used for non-school travel on any public transport run by any participating companies throughout Germany, including buses, trams and trains on the suburban, underground and regional rail networks.

The ticket can also be used within the VRB area (Braunschweig transport district) for on-demand bus services (*Rufbus*, *flexo-Bus* and *Bürgerbus*). For call-and-collect taxis providing a door-to-door service, a convenience surcharge is applied.

On which modes of transport can the ticket not be used?

The Deutschlandticket cannot be used on

- ICE trains
- IC/EC trains
- Flixtrains
- long-distance buses such as FlixBus
- modes of transport intended solely for tourists, such as heritage railways and cable cars.

In which train class can the Deutschlandticket be used?

The Deutschlandticket is only valid for second class travel.

How to use the Deutschlandticket

When you board a bus or train, you must show the Deutschlandticket or hold it in front of the ticket scanner.

For pupils aged 17 and over, the Deutschlandticket is only valid if an official photo ID is shown with the ticket.

Pupils must have their ticket and ID card with them at all times when travelling on public transport.

What personal data does the chip card contain?

The pupil's first name and surname are printed on the chip card, and the Deutschlandticket product information and the pupil's date of birth are stored in the chip.

Can other people travel on the ticket?

Children up to and including 5 years of age can travel free of charge on the Deutschlandticket. Children aged 6 and over require their own ticket.

Are pupils allowed to take a bicycle or a dog with them free of charge?

In the VRB area, a bicycle day ticket is required if you want to take a bicycle with you or, alternatively, a cost-effective 8-day bicycle ticket can be purchased.

You can take a dog with you at no extra cost within the VRB area.

N.B.:

For travel beyond the VRB area, the fare regulations and conditions of carriage of the neighbouring transport system or transport company will apply. You may therefore have to pay extra to travel with your bicycle or dog. Please make enquiries before travelling.

How is the Deutschlandticket issued?

Pupils either receive the Deutschlandticket at school from their local authority or it is sent by post to their registered home address. The school transport provider in the pupil's place of residence will determine the applicable procedure in individual cases and will notify those concerned about the procedure for issuing and delivering the ticket.

If the chip card has not arrived by the start of the school term, the pupil will receive a provisional ticket until the card arrives, which is only valid for school travel. This provisional ticket is issued at the school or by the competent school transport provider. This provisional ticket may not be used nationwide.

Can the Deutschlandticket subscription be temporarily suspended?

The ticket is basically designed for use during the school year (**excluding summer holidays**).

It is possible to suspend the Deutschlandticket subscription, for example if the school transport provider issues "winter tickets", which are only valid during the winter period. In this case, the chip card is blocked during the summer period.

What happens when I leave school or change school/move house?

The chip card is blocked and can no longer be used when you leave school or are no longer entitled to the card. The same applies if you lose your entitlement during the school year, e.g. if you change school or move house (e.g. distance from home to school is below the eligibility threshold). The competent school transport provider will arrange for the chip card to be returned.

Do eligible pupils have to pay for the Deutschlandticket?

No, eligible pupils receive the Deutschlandticket free of charge.

What should I do if I lose my Deutschlandticket or the card gets damaged?

The loss or damage must be reported to the competent school transport provider or the school, stating the pupil's name and date of birth. The lost or damaged card will be blocked. A new chip card will be issued – for which an administrative fee will be charged, the amount of which is determined at the place of issue – and sent to the pupil's registered home address. The administrative fee is settled on the spot or by bank transfer to the school or school transport provider.

The pupil will receive a provisional ticket issued by the school or the competent school transport provider for use until the new card arrives.

The provisional tickets are valid in the entire VRB area but may not be used nationwide.

What should I do if there is a ticket inspection?

The chip card or provisional ticket must be shown to the inspector.

As per the fare regulations applicable to the Deutschlandticket, **pupils aged 16 and over** must present a valid photo ID in addition to the chip card (or provisional ticket). You must therefore have the ticket with you on every bus and train journey.

Pupils **under the age of 16** do not require an ID card. To check the data, as well as showing your chip card (or provisional ticket), simply give your name, date of birth, school and school district when asked to do so.

If the (digital) scanner displays the words "not valid" , the information provided orally will be used to check the ticket. Such issues are the responsibility of the competent transport company.

If the inspection reveals that the Deutschlandticket presented has been blocked or has been used by an unauthorised person, the transport company will issue a penalty fare, known as an EBE in German, and confiscate the chip card. The penalty fare must be paid into the account indicated on the back of the form. The contact details for queries are also provided on the form.

Are you allowed to make a hole in the Deutschlandticket in order to attach it to a key ring?

No, that is not permitted. Chip cards contain a chip that holds all the data required for a ticket inspection (ticket type, area of validity, ticket validity, first name, surname and date of birth). Making a hole in the chip card in order, for example, to attach it to a lanyard or key ring damages the card and renders it unusable. The card can then no longer be inspected. The same applies to trimming or damaging the chip card in any other way.

If the Deutschlandticket becomes unusable due to damage, a new chip card will be issued subject to an administrative fee (amount to be determined at the place of issue).

We recommend lanyards with an integrated card holder that can accommodate the Deutschlandticket. During a ticket inspection, however, the ticket must be held in front of the scanner without the card holder, as the chip may otherwise not be readable depending on the type of card holder.