



### Dogs

Dogs are welcome. Dogs have to be held on a leash and are not allowed in the vicinity of the 6 first seats and the 6 rear seats in the train, as these seats are reserved for allergic passengers. If your dog bothers other passengers, the Metro Stewards are allowed to refuse travel to you and your dog. Small dogs, placed in bags, travel free of charge, whereas larger dogs travel on a dog ticket. Guide dogs travel for free.



### Smoking

For Safety reasons smoking is not allowed on the Metro, trains or stations.



### Lost Property

If you find lost property please hand it in to a Metro Steward or to:

#### Metro Customer Service

Metrovej 3  
DK-2300 Copenhagen S  
Phone: 7015 1615  
Fax: 32 48 28 50  
E-mail: kundeservice@m.dk  
Monday - Friday between 8 a.m. and 4 p.m.

The Metro will store lost property for 10 days. After this time it will be moved to Politiets Hitte-godscentral, phone: 3874 8822.

### Business Terms

When you travel by the Metro you must follow our terms and conditions and obey instructions given by our staff. The terms and conditions are available at all Metro stations or in Metro Kunde-service.

### Connection to Buses and Trains

Vanløse	13 14 22 29 142 85N 861	🚏
Flintholm	10 13 21 142	🚏
Lindévang	29 832	
Fasanvej	4A	
Frederiksberg	18 29 832	
Forum	2A 67 68 250S 82N	
Nørreport	5A 6A 14 42 43 184 185 150S 350S 173E 81N 84N 94N 95N 96N	🚏 🚆
Kongens Nytorv	1A 15 26 350S 20E	
Christianshavn	2A 40 66 350S 81N 82N	
Amagerbro	2A 5A 77 78 350S 81N 82N	
Lergravsparken	2A 12 77 78 82N	
Øresund		
Amager Strand		
Femøren	4A 12 77 78 82N	
Kastrup	2A 875	
Lufthavnen	5A 35 36 96N 74E 76E	🚏
Islands Brygge	12 33 35 77 78 96N	
DR Byen		
Sundby		
Bella Center	4A 30 75E	
Ørestad	33 500S 75E	🚏
Vestamager	33 75E	



### Further information

#### Metro Customer Service

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DK-2300 Copenhagen S  
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[www.m.dk](http://www.m.dk)

Have a nice journey!

# Welcome to the Metro!

## Have a nice journey

SEPTEMBER 2009 - DESIGN: MARK GRV CHRISTENSEN - TRYK: FEEDBACK DANMARK A/S



# Metro



### Tickets

In the Metro you use exactly the same tickets, ten-trip cards and season tickets as on the city buses and S-trains in greater Copenhagen area. Learn more about fare rates and season tickets on the information displays on our stations or on [www.m.dk](http://www.m.dk). Tickets and ten-trip cards can be bought from the ticket vending machines located on the Metro stations.

If you are found to be travelling without a valid ticket, you will be charged a fine.

Ticket control can be performed during and on the Metro stations after your trip has ended.

Read more about fares, tickets, fines and the fare zone system on [www.m.dk](http://www.m.dk)



### The Metro Route

Travelling time in minutes from Nørreport to the individual stations.



When transferring between M1 and M2 you may need to wait for your connections.



### Metro Stewards – Safety and Service

The Metro trains are driverless, but there is staff on board to assist customers. The Metro Stewards are present in the trains and on the stations. The Metro Stewards help to provide a safe and secure environment. Their job is to assist, guide, provide information and inspect tickets. For example, a wheel chair user may request assistance when boarding the train or ask the steward to hold the train longer than usual so they can alight safely.



### Current Information

Current information will always be displayed on the trains and stations, which means that you are always updated on the latest Metro traffic news. On the Metro columns at the station entrances you will find electronic information. On the stations and in the trains electronic displays will inform you of the current Metro traffic situation. So keep an eye on the displays or ask a Metro Steward when in doubt.

### Departure

Minutes between departures from Nørreport to		Vanløse Lufthavnen Vestamager
Rushhour	7 a.m. - 10 a.m. 3 p.m. - 6 p.m.	4 4
Day/Evening	5 a.m. - 7 a.m. 10 a.m. - 3 p.m. 6 p.m. - Midnight	6 6 6
Night		
Sunday - Thursday	Midnight - 5 a.m.	20
Friday and Saturday	Midnight - 5 a.m.	15



### Call Points and Video Monitoring

In each Metro train, call points are located next to the doors. By pressing these call points you can get in touch directly with the Metro Control Room staff. Also the stations have call points installed. The call points are to be used in an emergency situation or if you need help and have to get in contact with the Control Room. For help and information press INFO (green button). In case of emergencies press the ALARM (red button).



The Metro is video monitored to ensure the safety of the passengers.



### Disabled Persons

The Metro is designed to be used by everyone. Persons with disabilities should be able to use the Metro with as little assistance as possible. The trains have a step-less entrance allowing users of wheel chairs to board unassisted. Metro Stewards are on board to assist if required.



### Replacement Buses in Case of Delays to the Metro Train Service

If a breakdown occurs on the Metro, it does not necessarily mean that your travel will be interrupted. Where possible trains will be diverted, enabling the service to continue. In case of major breakdowns Metro buses will be provided to run between the affected stations. The Metro buses depart from the HUR-bus stop outside the station. The Metro also provides a Travel Guarantee. You can read about it in our leaflet "Travel Guarantee and Service Quality", which is available at the stations.



### Bikes

Bikes are welcome in the Metro. You just need to buy a bike-ticket or punch on a bike ten-trip card.

In rushhour between 7 a.m. and 9 a.m. and again between 3.30 p.m. and 5.30 p.m. bikes are not allowed.

If you are travelling with a bike in rushhour you will be fined and further travel is not allowed. In June, July and August bikes are allowed 24 hours a day.

Signs on the platform floor indicate where the bikes are to be placed in the train. There are parking facilities for bikes at all stations.