



The Metro travel regulations

Validity

The travel regulations apply for you and your luggage in the Metro area and in connection with your travel with the Metro and the Metro buses that might be set in as transport of compensation.

The Metro ticket vending machines can issue tickets for travels in the metropolitan area, the rest of Denmark and Skåne. Be aware that it is always the business conditions/travel regulations of the conveyer concerned that are valid for the travel.

General information

The metro lines

The sections of the Metro (M1 – Vanløse/Vestamager and M2 – Vanløse/Lufthavnen) and the time interval between the Metro trains can be found on info posters at the stations, on the Metro pillars in front of the stations, in our folders and on m.dk.

Information during the travel

At stations and in trains there is passenger information on screens and signs. On screens at the stations there is automatic information, when the next train leaves from platform, about the section number of the train (M1 or M2) and about the end station of the train. Similar information about next station and the end station of the train is given automatically on screens in the train. You can get further information via the Metro App, which has been developed for iPhone and Android.

If the Metro runs irregularly

If the Metro runs irregularly, information will be given via screens at the platform, loudspeakers at the station and in the trains as well as via m.dk and the Metro App. If the Metro does not run for a longer period of time, Metro buses are set in for the section in question. The Metro buses will leave from the nearest Movia stop, which is marked with a Metro logo.

At the stations you will find a key map with placement of the stop. If there are planned operational disruptions – typically in connection with maintenance work at night, you can read about it at the stations and at m.dk.

The Metro does not cover consequence costs caused by Metro irregularities including refund of lost work profit, travel costs for hotel, flight, other trains or similar. However, the Metro has a travel guarantee covering taxi up to 200 DKK if the Metro has been delayed for more than 30 minutes. Read more on m.dk.

Tickets

Rate and zone system

The Metro is part of the metropolis rate system. Same tickets, travel card, periodic cards etc. are used as in buses and trains in the metropolis area. However be aware that in addition to this, there could be other tickets that have a specific or limited validity as for example bicycle tickets and senior citizen cards.

Further information on rates and zones can be found on info posters at the stations and at m.dk. You are also welcome to use one of the yellow call points which are found both at stations and in trains. The yellow call points connect you with an employee in the Metro Control Room.

You can also address a Metro Steward or Metro Customer Service – see the backside of the folder.

Points of sale

Tickets can be bought in ticket vending machines at all stations. They can be paid with Danish coins and all conventional credit cards. Tickets can also be bought at all Movia and DSB points of sale in the metropolitan area. Periodic cards can be bought at DSB's points of sale and at Movia at Toftegårds Plads. See more on moviatrafik.dk and dsb.dk.

Travel card can be ordered from rejsekort.dk, where you can also put money on your card or make a tank up deal.

Furthermore, there are several ways to buy a ticket via your mobile telephone. Use for example the App "Mobile tickets Metropolis" or buy via sms. Mobile tickets can also be bought on 1415.dk. You must have received your ticket on the mobile, before entering the Metro.

You can get information and assistance in connection with purchase of tickets by asking a Metro Steward or by using the yellow call points. See the section "Information and emergency calls".

Reimbursement of unused tickets and cards

Unused and partly used or damaged punch cards and tickets are not reimbursed.

Ticketing and abuse

All passengers must have a valid ticket or card before boarding. The ticket should be kept throughout the travel and until the Metro area is left. There is however no demand that persons, who have another errand at the Metro stations and not going with the Metro should have a valid ticket. Tickets and cards should be presented on request. Ticketing can take place both during the travel, when alighting and at the Metro station after ended travel. Metro Stewards can request ID in cases where there is substantiated doubt as to

- The age of the person when checking a children's ticket
- The person travels with another passenger's periodic card
- The identity of the person is correct

If you cannot present a valid ticket or card during the travel, in connection with alighting or in the Metro station area after having finished the travel, a fine is issued. The fine is a giro inpayment form which can be paid via bank/netbank or post office.

The fine is at the same time a ticket to the Metro station that the passenger informs as final destination. Please see specific rules for bicycles under the section Bicycles. The fine as of January 2013 is 750 DKK for adults, 375 DKK for children, 375 DKK for dogs and 100 DKK for bicycles. Valid prices and fines can be seen on m.dk.

For travelers, who have checked in at the beginning of the journey, but not checked in when shifting to the Metro, a fine of 50 DKK will be charged.

The applicable prices and fees can be found on m.dk

The Metro Stewards must always upon request show ID; but are not obliged to give up their names.

If you have a valid periodic card (with photo) but have forgotten this, the fine can be reduced to a handling fee of 125 DKK, if you send a copy of the periodic card to Customer Service no later than 14 days after issue of the fine.

If the appeal time of 14 days is not observed or the handling fee is not paid, the total amount of the fine is kept.

As a condition for cancellation of a fine, the Metro can charge a handling fee of 125 DKK.

If the amount on the fine is not paid within 14 days after the issue or a written objection has not been sent to Metro Customer Service, a reminder will be forwarded. By sending a reminder, an additional reminder fee of 100 DKK per reminder will be added.

The mentioned rates are valid as of January 2014. Subsequent presentation of tickets and punch card are not accepted as these are not personal.

Fail of payment after submission of first or second reminder, the debt will without further notice be given to SKAT or legal collection for compulsory collection. SKAT and legal collection both request charges.

Any payment of a fee is first used to cover any occurred, not paid interest and fees and then as repayment of the principal sum.

Passengers without valid ticket or card are obliged to inform their full name, address, birthdate and year and on request to show valid identification with picture. Reference can be made in the CPR register for identification or control of the customer's information.

It is considered as forgery of tickets or cards if:

- Date or zones or other changes have been corrected
- The number on the “Stamkort” (picture part) and “værdiindlæg” (ticket part)
- The passenger is travelling with somebody else’s personal card
- The picture on the card is not attached
- A mobile ticket has been forwarded or has been corrected

Tickets and cards are confiscated when abused. Forgery of tickets or cards is reported to the police.

Exceptionally for mobile tickets

The ticket must be purchased and received on the mobile telephone before entering a bus, train or Metro. The mobile ticket should be clearly visible on the mobile telephone.

A mobile ticket is only valid on the telephone to which it has been ordered. Corrections in the ticket are not allowed. If a ticket is forwarded to another telephone, it is automatically invalid. In case of offence of the rules, both sender and receiver of the ticket can be prosecuted.

On ticketing you must find the mobile ticket and show it to the Metro steward. The mobile ticket should be kept during the entire travel. It is your duty to see to that all information in the mobile ticket can be shown to the Metro steward by e.g. scrolling or turning as required or by handing your mobile telephone to the Metro steward. If you cannot show a valid ticket, you have to pay a fine – also if the telephone has run out of power or has gone to pieces.

See more on 1415.dk

Especially for Rejsekort

In connection with the usage of Rejsekort, it is important to remember to check in and out, when the journey begins and when it finishes. It is also important to check in again between the changes of transport mode. Please read more on rejsekort.dk

Service

Passengers with specific needs

Show consideration and give a helping hand when elderly and other passengers, who need assistance, get on and off the train.

If you need assistance or more time when getting on and off, you can contact the Metro stewards or the Control Room by using the yellow call points, see section Information and emergency calls.

Senior citizens

With a pensioner period card you get on the Metro, the train and bus and show the card, if there is a ticket control or when you pass the driver in the bus.

You cannot use your pensioner period card in the metropolitan zones 1-4, 30-33 and 40-44 on weekdays between 7 – 9 am in the Metro, local trains and buses. Entrance must be done before 07:00.

Wheelchairs

If you as wheelchair user need assistance or more time when getting on and off, you can get help as described above, under the section Passengers with specific needs.

Prams and buggies

Prams and buggies are transported for free in the Metro. Do you need assistance or more time getting on and off, you can get help as described above, under the section Passengers with specific needs.

Bicycles

Outside the bicycle curfew, you can bring your bicycle in the Metro, when you have purchased a bicycle ticket. During the bicycle curfew between 07 – 09 am and 15:30 to 17:30, bicycles are not allowed in the Metro. If bicycles are brought along in the curfew, a fine is issued and continued travel not allowed. This is also valid even if the boarding has taken place before start of the curfew. The amount of the fine can be seen under the section Ticketing and abuse.

During the months of June, July and August bicycles are allowed all 24 hours, if you have a valid bicycle ticket. Metro Stewards can at any time reject bicycles if there is no room in the train.

Bicycle tickets can be bought in the ticket vending machines and via mobile phone. It is further possible to check in your bicycle with “Rejsekort”.

Please read more on m.dk.

Dogs

Small dogs and other animals placed in a bag or basket can come along without charge. Larger dogs need a children’s ticket. Guide dogs can be brought without charge. Only one dog per person is allowed.

The dog must be kept on a leash, must not sit on the seats and must not be in the first or last 6 seats in the train as these are reserved for allergy sufferers.

The Metro stewards can refuse passengers with dogs that are of inconvenience to other passengers.

Luggage etc.

Passengers with rucksacks or other larger luggage are requested to show consideration. Metro stewards can refuse luggage, if there is no room or if the luggage is of inconvenience to other passengers. Maximum size for luggage is 100 x 60 x 30 cm.

The passenger is responsible for the luggage he/she brings along during the travel and for the damage that the luggage might cause the Metro or other passengers. See also the section Compensation for damage to person and luggage.

Lost and found

Found objects are handed to a Metro steward.

Forgotten objects can be advertised for on the home page m.dk

Lost and found objects can be picked up at Metro Service on weekdays between 08:00 – 16:00 hrs. Lost and found objects are kept for 10 days after which it is sent to:

Hittegodskontoret
Slotsherrensvej 113
2720 Vanløse

Telephone: 3874 8822

Fax: 35 21 00 94

E-mail: kbh-hittegods@politi.dk

Metro staff

The uniformed Metro stewards have the task to create security and service the passengers of the Metro including to control tickets. On special occasions the Metro stewards are assisted by uniformed guards from security companies.

Information and emergency calls

You can get in touch with the Metro Control Room from the yellow call points that are at all Metro stations and in all trains.

When you need information – press INFO (green button)

In case of emergency – press ALARM (red button)

Misuse of alarm is reported to the police and punished with a fine.

Camera surveillance

Due to the security of the passengers, Metro trains and stations are camera surveyed.

Compensation for damage to person and luggage

The Metro compensates for damage to passengers, if the damage is a consequence of a responsible related incident occurred during the Metro travel, during the passenger's stay in the Metro train or during getting on or off. (Passenger in this respect means persons, who are not covered by specific rules of compensation because they are at service in the Metro).

Furthermore the Metro compensates for damage to and loss of objects that the passenger has brought as hand luggage, if the damage is a consequence of a responsible related incident occurred during the passenger's stay in the Metro or during getting on or off.

The compensation for damage to person or loss of breadwinner can be reduced or be repealed, if the injured or deceased person intentionally has taken part in the incident. Furthermore the compensation can be reduced and in specific cases be repealed, if the injured or deceased person by severe negligence has taken part in the incident.

Complaints

If you want to complain about conditions regarding the Metro travel, which have not been solved by contacting a Metro steward in a train or at a station, you are welcome to contact Metro Service via our home page. Within 5 days Metro Service will send you a receipt for having received the complaint and inform about further handling of the case.

The Metro is affiliated to "Ankenævnet for Bus, Tog og Metro".

Please see more on abtm.dk

Prohibition

Always follow the instructions from the Metro Stewards. The stewards have a right to turn away persons behaving noisily or who are in other ways inconvenient to others or who do not follow the instructions from the staff.

Unnecessary stay in the Metro area is not permitted. Furthermore the staff can refuse admission to passengers, if there is no room in the train or at the station.

Breach of the travel regulations can be reported to the police and punished with a fine. Annoyance of the staff will result in report to the police.

Automatic doors

It is prohibited to prevent the Metro doors from closing. Breach of this prohibition is reported to the police and punished with a fine and any possible compensation for disruption and stop of the operations.

Emergency brakes

Misuse of emergency brakes is reported to the police and punished with a fine and any possible compensation for disruption and stop of the operations.

Handle to emergency opening of doors

There are handles for emergency opening of doors in the train, which only may be used in cases of emergency or by order from a Metro steward.

Misuse of the handles is reported to the police and punished with a fine and any possible compensation for disruption and stop of the operations.

Smoking

Of consideration to environment and security, smoking is not allowed in the Metro, in the trains or at stations both above- as well as underground stations. The prohibition also goes for e-cigarettes.

Traffic in the Metro area

Traffic is not permitted in Metro areas, which are not publicly accessible. All traffic on the permanent way is highly dangerous and reported to the police and punished with a fine and any possible compensation for disruption and stop of the operations.

Explosives, weapons etc.

It is not permitted to bring explosives, weapons and petro operated vehicles. Persons who according to the law may carry weapons can however bring them in the Metro.

Appearance

Appearance with music and other entertainment in the Metro area requests specific permit. Request for appearance can be addressed to Metro Customer Service.

Photo and film recording

Film or photo recording for business or educational purpose request specific permit. Request for appearance can be addressed to Metro Service.

Collections and circulars

Collections and distribution of circulars or similar in the Metro area, can only take place after written agreement with Metro Customer Service.

Legislation

The Metro is submitted to "Bekendtgørelse af lov om Jernbane, Lovbekendtgørelse 1249 af 11. november 2010" as well as "Bekendtgørelse om jernbanevirksomhed på letbaner (den københavnske metro), Bekendtgørelse nr. 73 af 2. februar 2009".

Coming into force and Notice

The travel regulations came into force on October 21st, 2002 and were revised last time in April 2014. The travel regulations can be found at most Metro stations or by addressing Metro Customer Service.

The travel regulations can also be found on m.dk under "Kundeservice/pjecer og tryksager"

Further information

Metro Service
Att.Kundeservice
Metrovej 3
2300 København S

Customer Service is open Monday – Friday 08:00 – 16:00
T +45 7015 1615

Written inquiries via m.dk