

# Refund of taxi invoice

Fill out the scheme with block letters and send it to:

## **Metro Service A/S**

Att. Customer Service  
Metrovej 3  
2300 København S

**Remember to attach the original taxi receipt.**

## **Personal information**

First name

Family name

Address

Zip code

Town

Date of birth

E-mail, if any

Bank

Reg. Number

Account Number

## **Further information**

Metro Service A/S  
Att. Customer Service  
Metrovej 3  
2300 København S

Customer service is open  
Monday – Friday 08.00-16.00  
T +45 7015 1615

Written inquiry via m.dk

# Travel guarantee

Januar 2018

m.dk

**DOT** **M**



### Information

We would like to inform you well in advance about relocations and other planned changes in the Metro operations.

We do that at the Metro stations and on m.dk.

We also take care of informing you, if there are unforeseen changes in the planned operations. You get the information via screens and loudspeakers in the trains and at the stations. Information about operations here and now can also be seen on m.dk and in the Metro app.

By using the yellow call points at stations and in trains you can at any time come into contact with our employees. Our goal is a correct and constant level of information. Nevertheless it might happen that we cannot keep what we have promised.

### Metro buses

If there is a breakdown in the Metro operations, it does not mean that your travel is interrupted. In many cases the trains are diverted, so they quickly run again. During interruptions of longer duration we set in Metro buses as quickly as possible to replace the trains.

The buses will run between the involved stations. The Metro buses leave from the nearest Movia bus stop, which is marked with a Metro logo. The stops are shown on the info posters, which are placed at the stations. You can also read more about the Metro buses on m.dk.

### The Metro travel guarantee

If the Metro is delayed for half an hour or more, we pay, if you need to take a taxi. We cover your taxi invoice with up to 200 DKK. In the first place you have to pay the taxi yourself, but we reimburse your expense. The guarantee is valid up to three months after the taxi invoice has been issued. Reimbursement will take place via bank transfer.

You just have to fill out the coupon and send it to us together with the original taxi receipt. It is a condition that the taxi ride started at a Metro station, where there were a delay. The Metro cannot take the responsibility to reimburse other costs as a consequence of the delay.

### The guarantee is not valid in case of

- Planned changes that the Metro has announced on m.dk ahead of time, meaning at the latest the day before at m.dk
- Force majeure. Force majeure means events on which the Metro has no influence and cannot prevent or predict and which as such has an extraordinary character such as fire, war, extraordinary events of nature and person collisions.

### Wheelchair user

You can also use the travel guarantee, if you are a wheelchair user and find that there is no access to the Metro because the elevator at the station is out of order.



### Describe your planned travel

Date

Time

From station

To station

### What went wrong

Describe shortly how you experienced that the Metro failed, so that it was more than 30 minutes late:





Tick-off if you are a wheelchair user (see this section)

### Information about your taxi ride

Taxi from

Taxi to

Price

Remember to attach the original taxi receipt.

### Date and signature

Date

Signature