



## GENERAL FAQs ABOUT THE 9-EURO TICKET

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- I. REGISTERING AND BUYING
- II. VALIDITY AND USE
- III. TAKE-ALONG RESTRICTIONS
- IV. OTHER

### I. REGISTERING AND BUYING

#### What is the 9-euro ticket and when can I buy one?

The 9-euro ticket is a special or “trial” offer for local public transport in Germany. Anyone who is interested can buy tickets for the months of June, July and August 2022. The tickets are valid for all bus and second-class train journeys on local public transport throughout Germany. The ticket costs 9 euros for each month.

#### Who can use the 9-euro ticket and how can I buy one?

Anyone can use the 9-euro-Ticket for bus and train journeys on local public transport – regardless of whether they already have a monthly or annual subscription ticket or not.

New customers can buy 9-euro tickets from their local transport company, via a nationwide app, or at [ticket.besserweiter.de](https://ticket.besserweiter.de). Each ticket is valid for one calendar month and the scheme is running in June, July and August 2022. Once you've got your ticket, you can use all buses and regional trains across the whole of Germany while your ticket is valid.

Customers with subscription tickets will automatically receive their 9-euro tickets as a loyalty bonus from their local transport company and can use them throughout Germany in June, July and August 2022. If you have a subscription ticket, you don't have to do anything. Your local transport company will either refund the difference between your regular subscription payment and the 9-euro ticket, or automatically reduce your subscription fee to 9 euros in June, July and August.

#### What can I use my 9-euro ticket for?

Each 9-euro ticket is valid across the whole of Germany for one calendar month – June, July or August 2022 – for buses and trains in the entire public transport system (ÖPNV). Tickets are not valid on long-distance services operated by Deutsche Bahn or Flixbus/Flixtrain.

#### Where can I buy a 9-euro ticket?

New customers can buy a 9-euro ticket via their local public transport companies: at service centres, at some ticket machines, and via the transport companies' apps. The 9-euro ticket is also available via a Germany-wide app, which can be downloaded from app stores or [ticket.besserweiter.de](https://ticket.besserweiter.de).

Customers with subscription tickets will automatically receive their tickets as a loyalty bonus from their local transport company, who will either refund the difference between the regular subscription payment and the 9-euro ticket, or automatically reduce the subscription fee to 9 euros in June, July and August.

#### Do I need a subscription ticket to buy a 9-euro ticket?

Each 9-euro ticket is valid for a single calendar month. You do not need to have a subscription to use the 9-euro ticket. You can simply buy a ticket each month at the various points of sale (online, customer service centre or at selected ticket machines).

#### Do I have to buy a new 9-euro ticket every month?

Each 9-euro ticket is valid for a full calendar month. If you do not have a subscription ticket, you can buy the ticket for each month of the scheme (June, July and August 2022). For example, if you wait until June 20, 2022 to buy the June ticket, it costs 9 euros and is valid until 30 June 2022. If you want to travel in July, you will need to buy another 9-euro ticket, and the same for August.



## **I have a monthly or annual subscription ticket: Can I also save money with the 9-euro ticket?**

As a subscription ticket holder, you also benefit from the 9-euro ticket scheme. Your local transport company will contact you to let you know how the scheme works (e.g. reduction of your monthly fee, credit note, refund or extension of the validity period). You do not have to do anything else.

## **Is there a 9-euro ticket for children?**

Children can also buy and use the 9-euro ticket. There is, however, no special children's ticket.

## **Do I need to be resident in Germany to take advantage of the 9-euro ticket?**

No. Anyone can buy and use the ticket, including tourists and foreign citizens.

## **How long is my 9-euro ticket valid for?**

The 9-euro ticket is valid for the calendar month in which it is purchased. If you buy the ticket for June on June 20, 2022, it costs 9 euros and is valid until 30 June 2022. To travel in July, you will need another 9-euro ticket, and the same for August.

## **Do I need to cancel my 9-euro ticket or does it expire automatically?**

The 9-euro ticket is valid for a single month and expires automatically at the end of each month (i.e. June 30, July 31, August 31). At the end of the scheme, local transport companies will revert to their regular conditions for subscription ticket holders from September 2022.

## **Can I cancel or exchange my 9-euro ticket?**

You cannot cancel or exchange your 9-euro ticket due to the heavy discounting.

## **Do I need an app to buy and use the 9-euro ticket?**

You don't need an app to buy or use the 9-euro ticket. You can buy the ticket at your local public transport company's customer service centres and at selected ticket machines. You can also buy your 9-euro ticket from your local public transport company's website or via a Germany-wide app. The app will be available in app stores and at [ticket.besserweiter.de](https://ticket.besserweiter.de). Please contact your local transport company to find out where and how you can buy the ticket.

## **Can I buy a 9-euro ticket online?**

Yes, you can buy the ticket from your local transport company's online ticket shop. The 9-euro ticket will also be available for new customers via a nationwide app. This will be available in app stores and at [ticket.besserweiter.de](https://ticket.besserweiter.de).

## **I've lost my ticket / accidentally deleted my digital ticket. How do I get a replacement ticket?**

Lost or deleted 9-euro tickets cannot be replaced. Non-subscription customers will need to buy a new ticket. Subscription customers can usually have their lost tickets (e.g. their chip cards) blocked and replaced by their local transport companies.

## **II. Validity and Use**

### **When can I buy a 9-euro ticket and how long is my ticket valid?**

The 9-euro ticket scheme runs in June, July and August. During this period, your ticket is valid for the calendar month in which you bought it. For example, if you wait until June 20, 2022 to buy the June ticket, it costs 9 euros and is valid until 30 June 2022. If you want to travel in July, you will need to buy another 9-euro ticket, and the same for August.



### **Which public transport companies and associations are taking part in the scheme?**

All public transport companies and associations in Germany are taking part in the 9-euro ticket scheme.

### **Where can I travel with my 9-euro ticket?**

Your 9-euro ticket is valid on all local public transport in Germany. For example, anyone who buys a 9-euro ticket in Berlin can also use it on buses and trains throughout Germany.

### **On which forms of public transport can I use my 9-euro ticket?**

The 9-euro ticket is valid on local public transport all across Germany, including buses, trams, underground trains and, in some cases, local transport company ferries (e.g. in Hamburg and Berlin) as well as on commuter rail, regional trains and regional express trains in second class. Please note, however, that the 9-euro ticket is not valid on long-distance services operated by Deutsche Bahn, or on services operated by private transport companies such as Thalys or Flixbus/Flixtrain.

### **Can I use long-distance transport (ICE/IC/EC/Flixtrain etc.) with my 9-euro ticket?**

No. You cannot use your 9-euro ticket on long-distance services operated by Deutsche Bahn or private operators such as Flixbus/Flixtrain. The ticket is only valid for local public transport (ÖPNV).

### **Are there restrictions on when or where I can use my 9-euro ticket?**

9-euro tickets are available for the calendar months of June, July and August 2022. Each ticket is valid for a single calendar month for all local public transport within Germany during normal operating hours. (National borders, individual lines excluded?)

### **Is the 9-euro ticket also valid for first class local rail services (SPNV)?**

The 9-euro ticket is valid nationwide in second class carriages. Conditions deviating from existing subscription tickets only apply to the contractually agreed tariff or service area. Subscribers with a first-class ticket can therefore only use their 9-euro ticket within the original area of validity. Outside that area, the 9-euro ticket is automatically valid as a second-class ticket without extended conditions.

### **Can I lend my 9-euro ticket to someone else?**

The 9-euro ticket is a personalised ticket and is not transferable. Conditions that deviate from existing season tickets are only valid for the contractually agreed tariff or service area.

## **III. Take-along restrictions**

### **Can I take another person with me on my 9-euro ticket?**

The 9-euro ticket does not let you take other people with you. Any take-along regulations for existing subscription tickets only continue to apply to the contractually agreed tariff or service area.

### **Can I take children with me free of charge on my 9-Euro-Ticket?**

Children under the age of 6 travel free of charge when accompanied by an adult and do not need their own ticket. Children over the age of 6 will need their own 9-euro ticket. The 9-euro ticket scheme does not include a separate children's ticket. Any rules on taking children with you on your existing subscription ticket will continue to apply to the contractually agreed tariff or service area.

### **Can I take my dog with me?**

The 9-euro ticket is only valid for the person who bought it. The 9-euro ticket does not automatically entitle the holder to take dogs with them free of charge. Please note the conditions of carriage for animals for your local public transport company. Any rules on taking dogs with you on your existing subscription ticket will continue to apply to the contractually agreed tariff or service area.

### **Can I take a bike with me?**

The 9-euro ticket is only valid for the person who bought it. Bicycles cannot be taken along free of charge. Any rules on taking your bike with you on your existing subscription ticket will continue to apply to the contractually agreed tariff or service area.



#### IV. Other

##### **Where can I find out more about the 9-euro ticket and who should I contact?**

If you have a subscription ticket and have any questions about the 9-euro ticket, please contact your local public transport company or association. If you would like to receive general information and reminders about the 9-euro ticket, you can subscribe to our newsletter at [besserweiter.de](https://www.besserweiter.de).

##### **Where can I find public transport timetable information?**

You can get timetable information directly from local and regional transport companies (e.g. from their websites or apps).

##### **Who should I contact if I have a question or complaint?**

If you have any questions or complaints, please contact the local transport company or association that operates the specific line or region.

##### **Why is the 9-euro ticket being introduced?**

The 9-euro ticket scheme has been launched by the Federal Government as part of a package of measures to cushion consumers from the rising price of energy and fuel. The heavily discounted ticket will be available for the three months of June, July and August 2022.

##### **Who is financing the 9-euro ticket?**

The 9-euro ticket is a one-off special promotion, conceived and financed by the Federal Government as part of its relief package.

##### **Where is the “9 for 90” ticket?**

The name “9 for 90”, which has often appeared in the media, is misleading; an offer of 90 days of local transport use for a total of 9 euros was never under discussion. The price per month is 9 euros.

##### **What happens after August 31, when the 9-euro ticket scheme ends?**

The 9-euro ticket scheme ends on August 31. From September 1, prices for subscription tickets return to normal. New customers can find out about follow-up offers from their local transport company.

##### **Won't buses and trains be over-crowded during the three months of the scheme?**

In the three months of the 9-euro ticket scheme, buses and trams will probably be more crowded than in recent months. In particular, the additional passengers travelling on 9-euro tickets this summer will mean that buses and trains to major tourist destinations and in tourist regions will sometimes be very crowded. Unfortunately, the transport companies cannot increase the number of buses, trains and drivers at such short notice. As a result, public transport will sometimes be fuller during this time. If you want to use your 9-euro ticket to travel in your free time or on holiday, please plan your journey flexibly so that you can take a train later if necessary. Local public transport companies will use all the buses and trains they have available.

##### **Will there be more buses and trains running?**

An increase in public transport capacities, i.e. more buses and trains, is only possible within the limits of the buses, trains and drivers currently available to the transport companies. The industry will make sure that everything that can run is being used during the three months of the scheme.