

1 General

The following travel passes will be issued exclusively upon application for a subscription:

- Monthly subscription pass at normal rate and at reduced rate for students and trainees
- Off-peak (after 9 am) monthly subscription pass
- Senior ticket
- Student combination pass

Application forms are available through transportation companies or on the Internet at www.vms.de.

Monthly stamps are issued to travel pass subscription holders. Non-transferable travel passes require a subscriber card with photo in addition to the monthly stamp

Subscribers 15 years of age or over must have their application for a student/trainee subscription confirmed by one of the educational establishments listed in Part B Item 3.3.2.3. Confirmation of eligibility is marked on the subscriber card by the issuing transportation company and is valid for up to one year.

The monthly charges are shown on the scale of fares listed in Part D Annex 8.1.

Rate changes will be applied from the beginning of a month. Rates are not guaranteed for the duration of the minimum term.

The subscriber's contractual partner is the transportation company responsible for issuing the respective pass.

2 Method of payment

Payment is generally made by monthly direct debit. Alternatively, transportation companies may allow a single payment of the annual charge (generally twelve monthly charges) in cash or via bank transfer.

The contractual relationship begins on the first calendar day of the month, provided that the application, along with a valid SEPA direct debit authorisation, has been submitted to the transportation company, or the annual amount has been paid, no later than the 10th of the previous month. With the application, the passenger (or the account holder if the passenger is not the account holder) must provide written authorisation for the regular debit of the monthly charge from a current account. The amount to be debited is due on the day of the month of use stipulated by the transportation company. It is the responsibility of the signatory of the direct debit authorisation to ensure that there are sufficient funds in the account. Should a direct debit payment prove unsuccessful for reasons attributable to the subscriber, it is the subscriber's responsibility to reimburse any bank fees that have been charged and disbursed as a result, as well as to pay a processing fee in accordance with Section 13 of the fare regulations.

3 Contractual term

A normal-rate subscription is valid for an unlimited time period as outlined in Part B 3.3.1.1, with a minimum duration of four consecutive months.

At the reduced rate for students and trainees (monthly subscription pass, student combination pass), the subscription is generally valid for twelve consecutive months (minimum term) but not beyond the time when the subscriber no longer qualifies for the reduced rate. If a new reduced-rate authorisation or termination has not been submitted in time (i.e., by the 10th of the month prior to expiry) in accordance with Item 5, the passenger shall, upon expiry of the reduced rate, automatically be subscribed at the normal rate, for the agreed validity period.

The school-year subscription rate for students and trainees is generally valid for the ten consecutive months of a school year (from the beginning to the end of the school year). Application for the subscription should generally be made by 10th July of the current year for the following school year. A separate application is required for each school year.

Upon submission of proof of a change of residence or school, the reduced-rate subscription for students and trainees can be modified on a pro-rata basis. Application for pro-rate modification of the reduced-rate subscription must take place before the 10th of the preceding month. In this case, the validity period can be modified.

4 Receipt and replacement of monthly tickets

The passenger receives a subscriber card and, in a timely manner, his or her monthly stamps. The respective time period and zones of validity are printed on the stamps, requiring no further validation by the passenger. The subscriber's identification number is printed on all personal travel passes. The information must be reviewed for accuracy. Concerns should be brought to the attention of the transportation company immediately.

In general, shipping risk shall be borne by the sender. The passenger is obligated to inform the transportation company immediately in the event that the monthly stamps have not been received by the last business day before they become valid. If the subscriber fails to meet this obligation to inform the company, it shall be assumed that the monthly tickets have been properly received.

It is possible to apply to the issuing transportation company for replacement of a lost subscriber card. The fee for replacing a lost subscriber card is described in Part D Annex 3.

No replacement is possible for the loss of monthly stamps delivered by the transportation company.

5 Termination

The contractual relationship shall end upon notice

- given by the passenger in his or her own interest following expiry of the respective minimum term. Termination can occur no earlier than upon the expiry of the respective minimum term and must be communicated in writing to the transportation company no later than the 10th of the month preceding the final month of usage.
- given by the transportation company if the party granting authorisation for SEPA direct debit fails to comply with the relevant conditions, particularly where insufficient funds are available in the current account to cover the corresponding debit or if the account has been closed without timely notification (4 weeks prior to the following debit), and has thus caused a direct debit to be returned.

Termination shall then only come into effect once the monthly stamps still in the subscriber's possession (delivered to the subscriber) have been returned and outstanding fares and fees settled.

Should termination occur prior to the expiry of the minimum term, the following regulations shall come into effect:

- For termination of a subscription at the normal rate prior to expiry of the minimum term, an additional charge shall be made as if the subscriber had purchased monthly passes at the normal rate for the agreed transportation zone (price level).

- For termination of a subscription at the reduced rate for students and trainees prior to expiry of the minimum term, an additional charge shall be made as if the subscriber had purchased monthly passes at the reduced rate for students and trainees for the agreed transportation zone (price level).
- For termination of a subscription at the reduced rate for students and trainees with a term of ten months, or a student combination pass with a term of ten months (issued by the sponsor of the school transportation), within the validity period of the first monthly stamp (the month of September), an additional charge shall be made based on the calculation of the most favourable price for the trips made since the stamp's first day of validity).
- No additional charge shall be made for termination due to rate change.

6 Other

Changes in personal information, address or bank details must be communicated in writing to the issuing transportation company immediately.

Fare refunds in the event of illness are possible. For this purpose, the regulations under Part A Sec. 10 shall apply.