



**Mobile timetable
information and
ticket purchase
with the VRR app**



Do you still have questions?
Our staff will be happy to help you:

Service Telephone 0 800 6/50 40 30

(free of charge from any German network)

You may contact the Smart Number around the clock.

Online timetables

www.vrr.de

Verkehrsverbund Rhein-Ruhr
AugustastraÙe 1
45879 Gelsenkirchen

We wish you a pleasant journey
your Verkehrsverbund Rhein-Ruhr

As of: January 2024

Cost-efficient mobility!

- DeutschlandTicket Sozial
- SozialTicket
- FlexSozial

2024



together.
sustainably.
mobile.



The personal tickets for bus & train

Eligible persons may choose from a number of options:

1. DeutschlandTicket Sozial
2. SozialTicket
3. FlexSozial

These ticket versions let you travel at low cost in the VRR in the town where you live, in your district's cities, in the entire VRR space or even anywhere in Germany – some of these options do not even require you to give your account details.

You will receive the personal tickets for bus and train if you either

- receive unemployment benefits II and social benefits (SGB II),
- receive social assistance (SGB XII),
- receive housing allowance,
- are eligible for benefits under SGB VIII,
- are eligible for benefits under the Asylum Seekers' Benefits Act

or

- are benefits under the Federal Pensions Act (Bundesversorgungsgesetz).

The relevant authorities in your city will be able to tell you whether you are eligible in your district or not. They will also provide you with the **necessary certificate of eligibility** (carrier card) or a notice for purchase of your personal ticket.

Transferability

These tickets are personal tickets that **cannot** be transferred to any other persons. They are valid around the clock in their respective area of validity for all scheduled buses, city train, RB, and RE train lines as well as for trams and underground trains.

Passenger transport

The monthly ticket and subscription option of the **SozialTicket** also lets you take along up to three children younger than 15 on buses and trains in your respective area of validity from 7 p.m. onwards from Monday to Friday, and all day on weekends, public holidays, and on 24 and 31 December.

The **DeutschlandTicket Sozial** and the **FlexSozial** do not permit taking along of other persons.

Mobility guarantee

The mobility guarantee will apply to you in case of delays caused by traffic jams, parking issues, or vehicles and operating equipment problems. This applies if the local public transport you are trying to use is cancelled or departs from the departure stop with a delay of at least 20 minutes as compared to the timetable. You must switch to the alternative means of transport within 60 minutes. If you travel by IC/EC or ICE instead, or if you are taking a taxi or a sharing service (e.g., car, bike, e-trekker sharing, on-demand transport), we will reimburse up to **EUR 30.00** between 5 a.m. and 8 p.m. and up to **EUR 60.00** between 8 p.m. and 5 a.m.



DeutschlandTicket Sozial

What is the DeutschlandTicket Sozial?

The DeutschlandTicket Sozial is a discounted bus and rail ticket for eligible customers. The ticket is valid anywhere in Germany around the clock.

What does the DeutschlandTicket Sozial cost and how long is it valid?

You can purchase the DeutschlandTicket Sozial for EUR 39.00 in a subscription that can be cancelled every month. If you no longer need it, you can terminate your DeutschlandTicket Sozial free of charge by the 10th day of a month, effective at the end of the month. If you do not terminate it, it will be renewed month by month and the amount of EUR 39.00 will be debited from your account accordingly.

Example: If you no longer wish to use the DeutschlandTicket Sozial from March onwards, terminate it by 10 February with the transport company from which you bought it.

How can I purchase the DeutschlandTicket Sozial?

You can receive the DeutschlandTicket Sozial if you, for example, receive unemployment benefits II and social benefits (SGB II), social assistance (SGB XII), housing allowance, or if you are eligible for benefits under SGB VIII, under the Asylum Seekers' Benefits Act or the Federal Pensions Act.

You are not certain whether you are eligible for the DeutschlandTicket Sozial?

Inquire from your local authority in your city. They will also provide you with the **necessary certificate of eligibility** (carrier card) or a notice for purchase of a DeutschlandTicket Sozial. Take this certificate of eligibility to your transport company and obtain the DeutschlandTicket Sozial there.

Price	EUR 39.00 per month as a subscription
Area of application	Anywhere in Germany, any number of rides on buses, trains, and local trains in 2nd class
Period of validity	Valid every day, around the clock
Ticket type	Personalised season ticket, valid in conjunction with photo ID
Transferability	No
Passenger transport	No (exception: children younger than six years of age)
1st class in regional transport	Yes, with the ZusatzTicket, 1st class monthly ticket, or 1st class subscription ticket (usable anywhere in the VRR) or alternatively the NRWupgrade1.Klasse (usable anywhere in NRW)
Bicycle transport	Yes, with the FahrradTicket, monthly bicycle ticket, or bicycle subscription ticket (usable anywhere in the VRR) or alternatively the NRWupgradeFahrrad (usable anywhere in NRW)
Taking along a dog	Yes (anywhere in NRW)
Mobility guarantee	Yes (anywhere in NRW), reimbursement of costs in case of delay <ul style="list-style-type: none"> ■ up to EUR 30.00 between 5 a.m. and 8 p.m. ■ up to EUR 60.00 between 8 p.m. and 5 a.m.
Sale	in the apps of VRR and transport companies, as a digital ticket in the ticket shop, as an eTicket on a chip card in the KundenCenter

SozialTicket subscription as chip card

The subscription is sold as an eTicket on a chip card called “meinTicket” for the respective price level A or district level at the transport company’s KundenCenter. Your SozialTicket will be valid for price level A in your town if you live in an independent town. If you live in a town that is part of a district, your SozialTicket will be valid in all towns of the district of the district price level. The SozialTicket subscription costs **EUR 39.60**, which will be debited from your account every month.

Important: The SozialTicket is a personal ticket and only valid together with an ID card or other official photo ID.

How can I get the SozialTicket subscription?

- 1.** Employees of the competent authority issue a certificate of eligibility (carrier card) or a notice for purchasing a SozialTicket to you.
- 2.** You need to present the carrier card or notice at the respective KundenCenter and complete the direct debit authorisation on site. The ticket fee will be debited from your account. The subscription is valid for the same duration as the certificate of eligibility/notice.
- 3.** The chip card will be mailed to you – the chip card is called “meinTicket”.
- 4.** You can now travel in the respective area (price level A or district level) with your chip card. In case of an inspection, it will be sufficient to present the chip card and the ID card or another official photo ID as it is a personal ticket. It is not necessary to carry the carrier card or the notice.

5. The transport company will inform you that your eligibility, and thus your subscription, is about to expire before the end of the period of validity of your certificate of eligibility.
6. To renew the subscription, you must go to the relevant authority to renew your certificate of eligibility by acquiring a new carrier card or a new notice.
7. They you need to present your renewed certificate of eligibility at the KundenCenter. If there already is an entry in the transport company's customer portal, the chip card will be renewed in the system.
8. If the subscription or certificate of eligibility is not to be renewed yet, the entitlement to travel on the "mein-Ticket" chip card will expire automatically. The chip card must be returned to the transport company.
9. If the entitlement expires before the expiry of the certificate of eligibility/carrier card (e.g., by acquiring a new job), notice of termination must be given to the transport company in writing and the chip card must be returned to the transport company as soon as possible.



The SozialTicket as a monthly ticket

Apart from the SozialTicket subscription, you may also purchase the SozialTicket as a monthly pass. In that case, purchase it in the KundenCenter every month. There will be no debiting in this case. The SozialTicket costs **EUR 45.10** per month as a monthly ticket. The monthly ticket can be purchased in the respective price level A or district level at the KundenCenter locations or at the ticket vending machines of the transport companies.

How can I get the SozialTicket as a monthly ticket?

Employees of the competent authority issue a certificate of eligibility (carrier card) or a regular notice for purchasing a SozialTicket to you.

If you only receive a regular notice, you need to go to the KundenCenter to have the certificate of eligibility issued as a carrier card for legitimation. Only this carrier card will be valid if you are inspected by the staff.

In addition to the personal details, the area of validity of the SozialTicket and the date until which the certificate of eligibility is valid will be noted. The monthly tickets must no longer be used following expiration of the validity of the certificate of eligibility. An Increased transport charge will be applied without the certificate of eligibility as a carrier card.



Important: The certificate of eligibility must not be written on, corrected, or amended. This will render it invalid.

The token (price level A or district level), which is valid for one month, can be purchased from the KundenCenter and sales offices of the transport companies, the travel centres of DB, and the ticket vending machines. Carefully **transfer** the **six-digit ID** at the upper right onto your token (see arrow).



Finally, fold the token and insert it into the flap provided on the right-hand side of the plastic cover from above. Now you can use the SozialTicket to travel by bus and train.



Important: The certificate of eligibility and the monthly token will only be valid in conjunction with your ID card or other official photo ID. If your token has expired but your certificate of eligibility continues to be valid, you can collect a new token for another month from the offices listed above.

The FlexSozial subscription will let eligible persons purchase any number of EinzelTickets discounted by 50% in price levels K to D with a monthly basic fee.

	Price levels					
Ticket	Short distance	A1/A2	A3	B	C	D
Basic fee for FlexSozial	3.20					
Single ticket (FlexSozial)	1.05	1.65	1.70	3.50	7.40	8.95

Prices in Euro

How can I purchase the FlexSozial directly via my Smartphone?

1. Download the VRR App or the of the transport company's app to your smartphone.
2. Register in the ticket shop with your details and store a payment option. You will use this to pay for both your monthly basic fee and any later EinzelTickets (FlexSozial). The selected payment option can be changed at any time in the app settings.
3. Purchase your first EinzelTicket (FlexSozial) in the ticket shop. The monthly basic fee will be added to the shopping cart along with the EinzelTicket (FlexSozial) since this purchase starts your FlexSozial - subscription at the same time. All subsequent monthly fees will be debited directly via the payment option stored.

Please note that the FlexSozial and any EinzelTickets purchased with it are bound to your person and will only be valid in combination with official photo ID and the certificate of eligibility. The purchased tickets **cannot** be passed on to any third parties.

VRR extension tickets

You can supplement an existing ticket with the following tickets:

ZusatzTicket

The **ZusatzTicket** extends the benefits of your ticket (you need one ZusatzTicket **per person, ride, and additional benefit**).

ZusatzTicket	4.20
ZusatzTicket of 4	15.00

Prices in Euro

Bicycle transport

The FahrradTicket is valid for 24 hours, starting at the time of validation. The monthly bicycle ticket and the bicycle subscription ticket are valid for one month and will be invoiced monthly.

FahrradTicket für 24 Stunden*	4.20
Fahrrad Monatsticket**	31.70
Fahrrad Aboticket**	31.70

*Prices in Euro

**Prices in Euro per month

1st class in regional transport

If you want to use 1st class regularly, you can buy the following products for the VRR area:

1. Klasse Monatsticket	50.30
1. Klasse Aboticket	50.30

Prices in Euro per month

NRW extension tickets

FahrradTagesTicket NRW

Would you like to take your bike along on a ride NRW now and then? The FahrradTagesTicket NRW is the right choice for you then. You can combine it with any ticket from the NRW tariff, time tickets, or tickets for occasional rides in the VRR.

FahrradTagesTicket NRW	5.55
	Prices in Euro

NRWupgradeFahrrad

You can acquire a subscription ticket for 1st class in addition to your DeutschlandTicket Sozial. It will allow you to take along your travel in 1st class for one month anywhere in NRW. Furthermore, you may use the EinfachWeiterTicket NRW 1st class for individual rides in 1st class in NRW.

NRWupgradeFahrrad	42.50
	Prices in Euro per month

NRWupgrade1.Klasse

You can acquire a subscription ticket for 1st class in addition to your DeutschlandTicket Sozial. It will allow you to take along your travel in 1st class for one month anywhere in NRW. Furthermore, you may use the EinfachWeiterTicket NRW 1st class for individual rides in 1st class in NRW.

EinfachWeiterTicket NRW 1. Klasse*	11.70
NRWupgrade1.Klasse**	75.20

*Prices in Euro

**Prices in Euro per month

All information without warranty.