Subscription conditions for the YoungTicketPLUS

The YoungTicketPLUS (hereinafter Student Ticket) with electronic fare management can be obtained as an annual subscription, with the fare being debited on a monthly basis.

The conditions of carriage and fare conditions of VRR as well as the following apply:

1. Requirements for the subscription

The requirements for issuance of the YoungTicketPLUS by the transport company to eligible persons are:

1) Proof of eligibility to acquire a YoungTicketPLUS by the subscriber or his legal representative and

2) Conclusion of a subscription contract by the legal guardian for students who are minors or other specified entitled minors, or by adult students or other specified entitled adults and

3) The account holder’s authorisation to debit all payments and fees resulting from the subscription contract from a current account held within the SEPA zone, until further notice and at a minimum for the duration of 12 months on a monthly basis in advance for the relevant contractual period and

4) That as part of the ordering process, the transport company may obtain information from a credit rating agency about the creditworthiness of the account holder. Transport companies intending to perform a credit check shall inform the subscriber / contracting party of this and shall obtain his/her signature for this purpose. The subscriber / contracting party is thereby duly informed. In the event of a negative report, the subscription application shall be rejected. In order to carry out the credit check, the surname, first name, address and date of birth are sent to the credit rating agency. The result of the check is saved by the transport company for a maximum of 6 months in compliance with data protection laws.

2. Conclusion of the subscription contract

The subscription contract is concluded upon transfer of the YoungTicketPLUS for the first 12 month period to the subscriber or an authorised party by the transport company, or with payment of monthly instalments for YoungTicketPLUS tickets which have been transferred without being requested. The YoungTicketPLUS thereby goes into the possession of the subscriber. The YoungTicketPLUS is the property of the transport company. If the validity of the YoungTicketPLUS has expired, the subscriber shall be sent a new YoungTicketPLUS without it being requested. After expiry of the contractual relationship, the subscriber must return the YoungTicketPLUS to the transport company. The recipient is responsible for checking the YoungTicketPLUS for correctness and completeness. When a ticket is handed over or sent by post, the data saved on the chip is indicated in the accompanying letter. The YoungTicketPLUS data saved on the chip is authoritative. In order to carry out a credit check, the subscriber can have his YoungTicketPLUS read at a customer centre (or on his own ticket reading device). Any objections must be made known to the transport company immediately, and no more than 10 days after receipt, in writing or in person. Any later objections may not be considered.

3. Start and duration of the subscription

The subscription can begin on the first of any month where a SEPA direct debit authorisation has been submitted to a VRR transport company. The transport company keeps standard forms (order form) on file for this purpose, or if specified the quarterly amount, including amounts for one-off payments resulting from these conditions, in the account holder, the subscriber, and where applicable, the legal representative are required to provide the transport company with immediate notification of any change in residence. The text form under German law is required for the cancellation. However, the written form under German law is also permissible.

b) Immediate cancellation: The transport company is entitled to immediately cancel the contractual relationship if good cause exists. The text form under German law is required for the cancellation. However, the written form under German law is also permissible. Good cause for cancellation exists in particular if a debit in accordance with Section 4 is not possible or the subscriber has not provided notice regarding a change in his/her status. Another reason for immediate cancellation would be that the debit amount has not been settled within a period of 14 days, even after provision of a reminder, or if at least 3 debits have already been rejected within 12 months and the subscriber has been notified that in the event of another rejected debit, immediate cancellation shall take place without further notice. Cancellation must be made in written form under German law. Any rejected debit fees and reminder fees shall in all cases be borne by the customer: if the cancellation takes place during the first 12 month period of the subscription, the difference between the subscription on price and the price of a YoungTicket as a monthly pass for the elapsed portion of the validity period shall be charged.

9. Change of residence

The account holder, the subscriber, and where applicable, the legal representative are required to provide the transport company with immediate notification of any change in residence. The text form under German law is required for this purpose. However, the written form under German law is also permissible.

10. Refunds

A refund of any fare funds or fees due to non-use is not possible. Section 15.4 of the VRR fare conditions remains unaffected.

11. Legal data protection provision

Through conclusion of the subscription contract, the transport company is authorised to collect, save and use personal data arising from the contractual relationship, its termination or modification. The purpose of this is to enable ticket checks by transport companies that participate in electronic fare management procedures.

The following data shall be transferred: Ticket number, identifier of issuing transport company, ticket type, date of issuance, transport association identifier, starting date of the block, and (as applicable) ending date of the block. Personal data shall not be forwarded.

b) Immediate cancellation: The transport company is entitled to immediately cancel the contractual relationship if good cause exists. The text form under German law is required for the cancellation. However, the written form under German law is also permissible.