



DB Event Ticket as a Online TicketStep-by-Step Instructions

DB Vertrieb GmbH | Event Ticket | 2019



You want to use your own computer to book your ticket conveniently and use it right away? The Online-Ticket is our solution for you





You can book this ticket until shortly before your train departs.



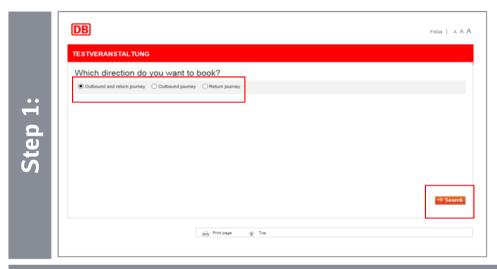
You can print tickets out or upload them to the DB Navigator app.



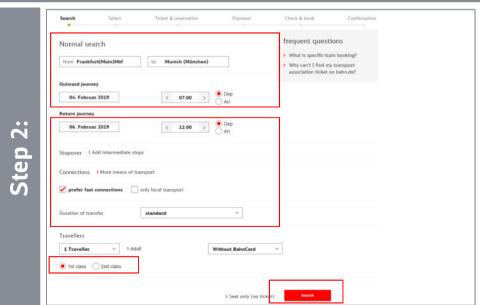
Simply show the train attendant your printed or mobile phone ticket together with your state-issued ID card, passport or BahnCard.





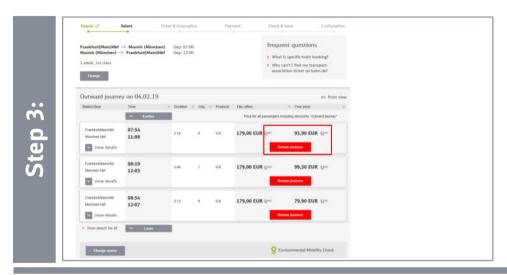


- Use the travel button redirected to the event organiser's page to book your Event Ticket.
- On the first page, please enter the journey you would like to book.
- Continue with the booking by clicking "Search".

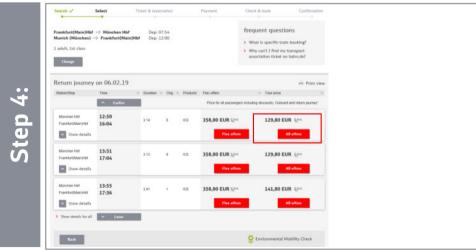


- Enter your selected departure and arrival stations.
- When you click the field with the date, the system opens a calendar with all the possible days of travel based on when the event is taking place.
- Choose in which class you would like to travel.
- An Event Ticket can cover 5 people travelling together. Please note that the system issues only one ticket by default in such a situation. If you require individual tickets for each traveller, you need to complete one booking per ticket.



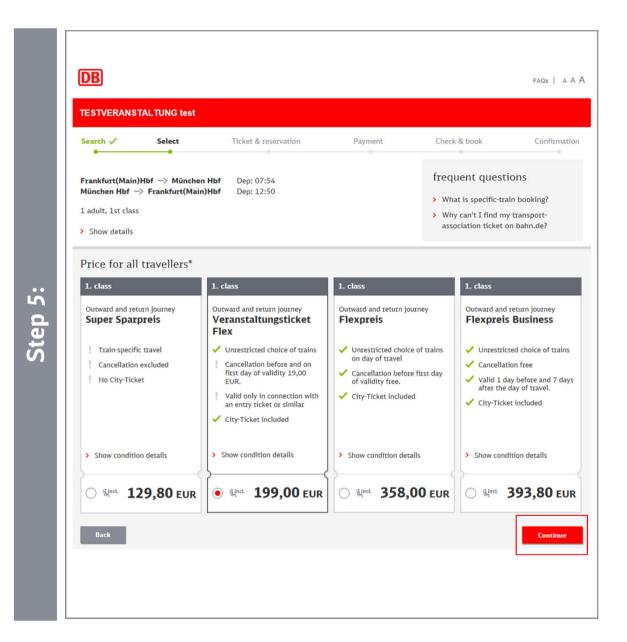


- Select your preferred connection for the outbound journey and continue the booking process by clicking "Return journey" (even if the system does not display an Event Ticket).
- You can book tickets up to 6 months in advance.



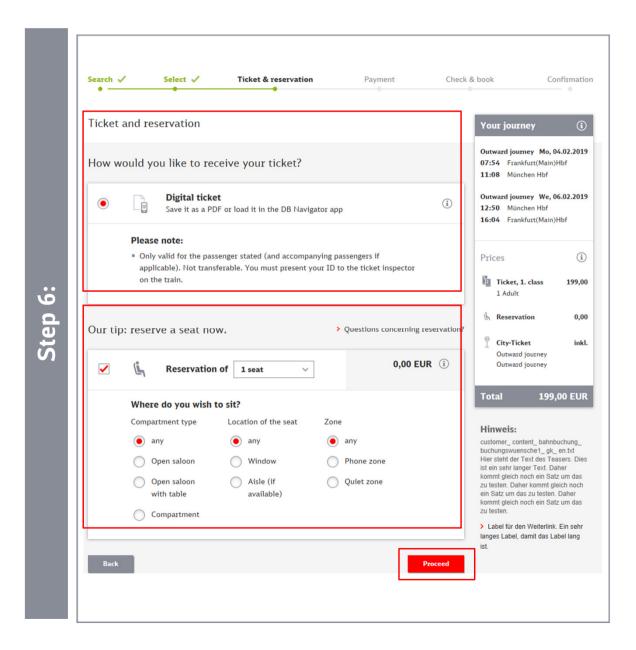
- Select your preferred connection for the return journey and continue the booking process by clicking "All offers" (even if the system does not display an Event Ticket).
- You can book tickets up to 6 months in advance.





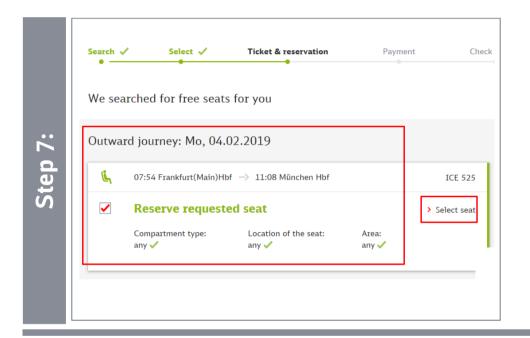
- Depending on the specific offer, the Event Ticket is available for travel in first and second class.
- Select your preferred offer and click "Continue".





- Choose whether you want an online ticket and enter your seating preferences.
- If you purchase a first class ticket, seat reservations are already included in the ticket price.
- Confirm your selection by clicking "Continue".



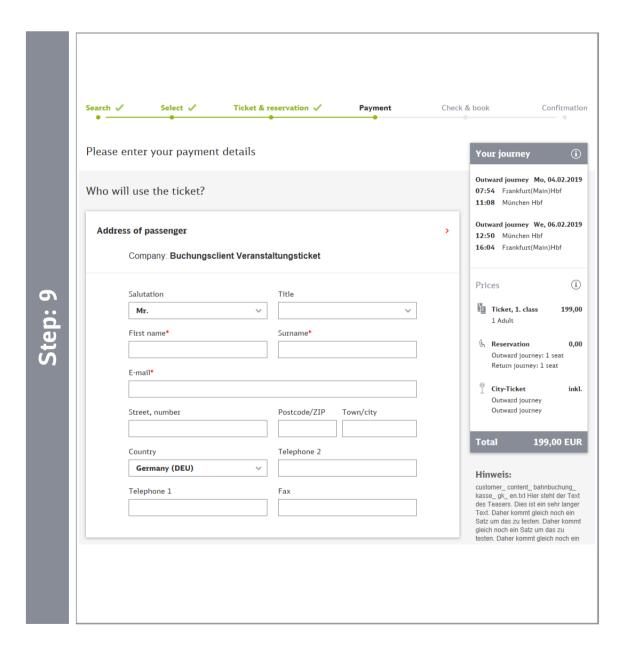


- This page shows you the seats you have reserved for the outward journey.
- By clicking "Show seats", you have the option of changing the selection and choosing a different seat.



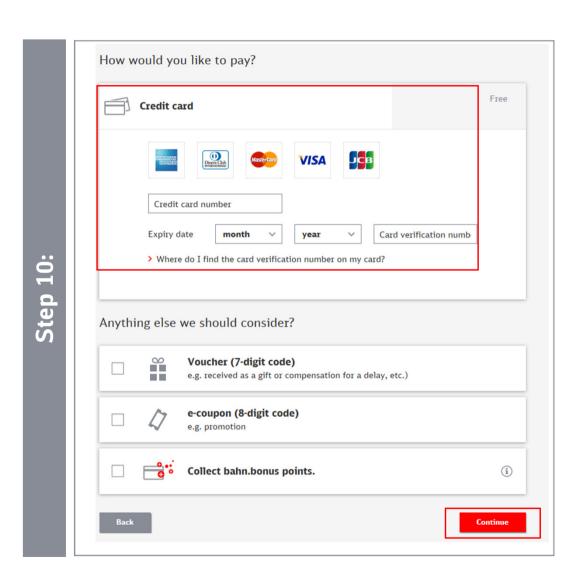
- This page shows you the seats you have reserved for the return journey.
- By clicking "Show seats", you have the option of changing the selection and choosing a different seat.
- Confirm your selection by clicking "Proceed".





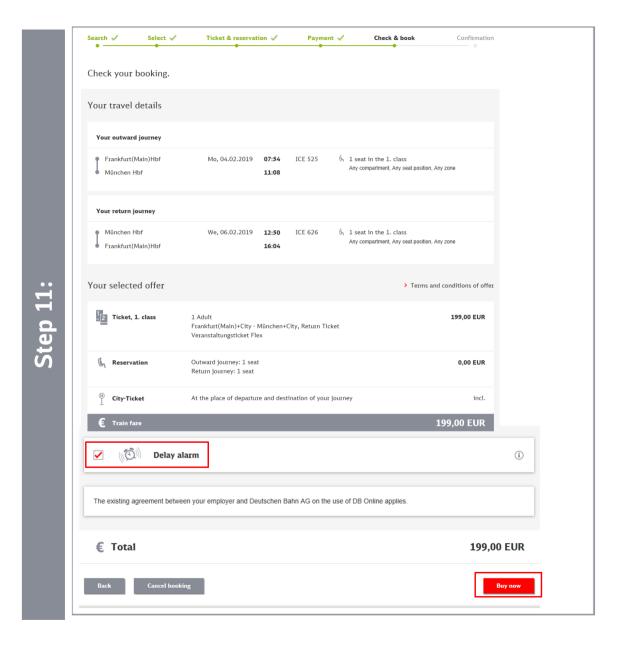
- Enter your personal details. Fields marked with a red asterisk are mandatory.
- Read and accept the terms and conditions for purchasing online tickets and tick the relevant box to acknowledge the information provided.





- You must pay with a personal credit card.
- If applicable, you can redeem a travel voucher (e.g. one issued to make up for a delay).
- If you would like to collect BahnBonus points, tick the relevant box and enter the number of your BahnCard, BahnCard Business, BahnBonusCard or BonusCard Business.
- Confirm your selection by clicking "Continue".

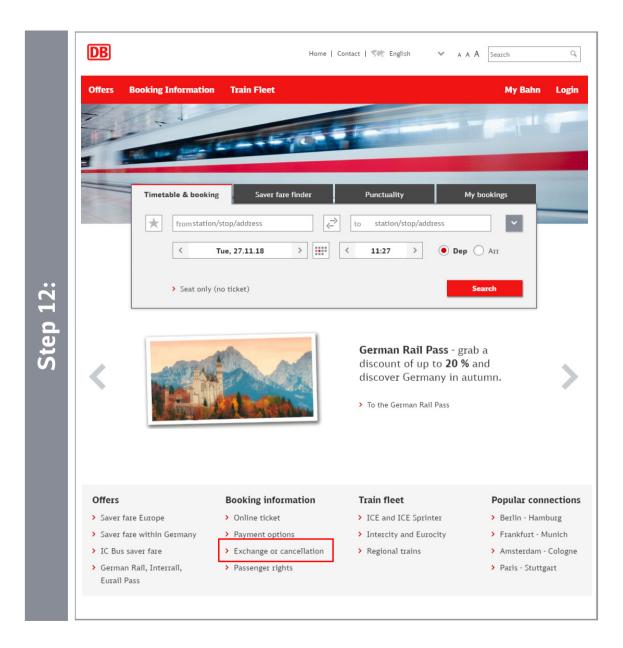




- Before completing your booking, please check your selection.
- If you want, you can deactivate the delay alarm. When the alarm is deactivated, the system will not send you an e-mail informing you if your train is not running on schedule.
- Complete the booking by clicking "Buy now".
- Your booking will then be confirmed and you will have the option of printing your Online-Ticket.
- In addition, you will receive a confirmation email that includes your Online-Ticket as a PDF file attachment.



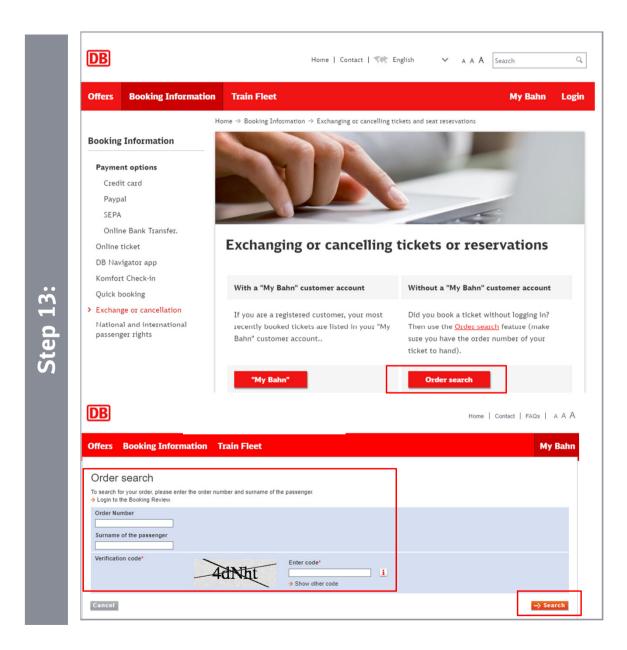
How to refund your Online-Ticket



- Please select the "bahn.de" homepage. You will find there information concerning "Exchange or cancellation".
- By clicking this button, you will lead automatically to the next page.



How to refund your Online-Ticket



- Continue by clicking "Order search"
- Enter your Order number, your surname and the given vertification code.
- Confirm your entry by clicking "Search"
- Please select in the next step, if you wish to exchange or cancel your ticket.



Contact us

If you h

If you have any **technical questions** about the booking process, our Service Centre will be only too happy to help (8:00 am - 8:00 pm every day):

Tel.: +49 (0) 1806 99 66 44

(EUR 0.20 per call from a German landline, EUR 0.60 max. per call from a German mobile phone)

E-mail: <u>bahnbusiness-online@deutschebahn.com</u>

DB Vertrieb GmbH Online Vertrieb Postfach 100247 D-76232 Karlsruhe

