






# **DB Event Ticket as a Online Ticket**

## Step-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.

# How to book your Online-Ticket

## Step 1:

- 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".

## Step 2:

- 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.

# How to book your Online-Ticket

## Step 3:

Search Select Ticket & reservation Payment Check & book Confirmation

Frankfurt(Main)Hbf → München (München) Dep: 07:00  
München (München) → Frankfurt(Main)Hbf Dep: 12:00

1 adult, 1st class

Change

frequent questions

- What is specific train booking?
- Why can't I find my transport-association ticket on bahn.de?

Outward journey on 04.02.19

Station/Stop	Time	Duration	Chg	Products	Flex offers	Your price
Frankfurt/MainHbf München Hbf	07:54 11:08	3:14	0	ICE	179,00 EUR <sup>flex</sup>	95,90 EUR <sup>flex</sup>
Frankfurt/MainHbf München Hbf	08:19 12:03	3:44	1	ICE	179,00 EUR <sup>flex</sup>	99,50 EUR <sup>flex</sup>
Frankfurt/MainHbf München Hbf	08:54 12:07	3:13	0	ICE	179,00 EUR <sup>flex</sup>	79,90 EUR <sup>flex</sup>

Change query

Environmental Mobility Check

- 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.

## Step 4:

Search Select Ticket & reservation Payment Check & book Confirmation

Frankfurt(Main)Hbf → München Hbf Dep: 07:54  
München (München) → Frankfurt(Main)Hbf Dep: 12:00

1 adult, 1st class

Change

frequent questions

- What is specific train booking?
- Why can't I find my transport-association ticket on bahn.de?

Return journey on 06.02.19

Station/Stop	Time	Duration	Chg	Products	Flex offers	Your price
München Hbf Frankfurt/MainHbf	12:50 16:04	3:14	0	ICE	358,00 EUR <sup>flex</sup>	129,80 EUR <sup>flex</sup>
München Hbf Frankfurt/MainHbf	13:51 17:04	3:13	0	ICE	358,00 EUR <sup>flex</sup>	129,80 EUR <sup>flex</sup>
München Hbf Frankfurt/MainHbf	13:55 17:36	3:41	1	ICE	358,00 EUR <sup>flex</sup>	141,80 EUR <sup>flex</sup>

Back

Environmental Mobility Check

- 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.

# How to book your Online-Ticket

**Step 5:**

FAQs | A A A

TESTVERANSTALTUNG test

Search ✓
Select
Ticket & reservation
Payment
Check & book
Confirmation

Frankfurt(Main)Hbf → München Hbf Dep: 07:54  
München Hbf → Frankfurt(Main)Hbf Dep: 12:50

1 adult, 1st class

[Show details](#)

frequent questions

- [What is specific-train booking?](#)
- [Why can't I find my transport-association ticket on bahn.de?](#)

Price for all travellers\*

1. class	1. class	1. class	1. class
<p>Outward and return journey <b>Super Sparpreis</b></p> <ul style="list-style-type: none"> <li>! Train-specific travel</li> <li>! Cancellation excluded</li> <li>! No City-Ticket</li> </ul> <p><a href="#">Show condition details</a></p>	<p>Outward and return journey <b>Veranstaltungsticket Flex</b></p> <ul style="list-style-type: none"> <li>✓ Unrestricted choice of trains</li> <li>! Cancellation before and on first day of validity 19,00 EUR.</li> <li>! Valid only in connection with an entry ticket or similar</li> <li>✓ City-Ticket included</li> </ul> <p><a href="#">Show condition details</a></p>	<p>Outward and return journey <b>Flexpreis</b></p> <ul style="list-style-type: none"> <li>✓ Unrestricted choice of trains on day of travel</li> <li>✓ Cancellation before first day of validity free.</li> <li>✓ City-Ticket included</li> </ul> <p><a href="#">Show condition details</a></p>	<p>Outward and return journey <b>Flexpreis Business</b></p> <ul style="list-style-type: none"> <li>✓ Unrestricted choice of trains</li> <li>✓ Cancellation free</li> <li>✓ Valid 1 day before and 7 days after the day of travel.</li> <li>✓ City-Ticket included</li> </ul> <p><a href="#">Show condition details</a></p>
<input type="radio"/> <small>incl.</small> <b>129,80 EUR</b>	<input checked="" type="radio"/> <small>incl.</small> <b>199,00 EUR</b>	<input type="radio"/> <small>incl.</small> <b>358,00 EUR</b>	<input type="radio"/> <small>incl.</small> <b>393,80 EUR</b>

Back
Continue

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

# How to book your Online-Ticket

**Step 6:**

The screenshot shows the 'Ticket & reservation' step in the booking process. At the top, a progress bar indicates the current step. The main content area is divided into several sections:

- Ticket and reservation:** A section titled 'How would you like to receive your ticket?' with a 'Digital ticket' option selected. Below it, a 'Please note' section contains a disclaimer.
- Our tip:** A section titled 'Our tip: reserve a seat now.' with a 'Reservation of 1 seat' dropdown and a '0,00 EUR' price.
- Where do you wish to sit?:** A section with three columns: 'Compartment type', 'Location of the seat', and 'Zone'. Each column has radio button options.
- Buttons:** A 'Back' button on the left and a 'Proceed' button on the right, both highlighted with red boxes.

On the right side of the interface, there is a 'Your journey' summary and a 'Prices' table:

Your journey	
Outward journey	Mo, 04.02.2019
07:54	Frankfurt(Main)Hbf
11:08	München Hbf
Outward journey	We, 06.02.2019
12:50	München Hbf
16:04	Frankfurt(Main)Hbf

Prices	
Ticket, 1. class	199,00
1 Adult	
Reservation	0,00
City-Ticket	inkl.
Outward journey	
Outward journey	
<b>Total</b>	<b>199,00 EUR</b>

Below the prices table, there is a 'Hinweis:' section with a warning icon and a long text block, followed by a 'Label für den Weiterlink' note.

- 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".

# How to book your Online-Ticket

Step 7:

The screenshot shows a progress bar at the top with four steps: Search ✓, Select ✓, Ticket & reservation (current step), Payment, and Check. Below the progress bar, it says "We searched for free seats for you". The main content is for the "Outward journey: Mo, 04.02.2019". It displays a train icon, the route "07:54 Frankfurt(Main)Hbf → 11:08 München Hbf", and the train number "ICE 525". A green checkmark and the text "Reserve requested seat" are shown. Below this, the details are: "Compartment type: any ✓", "Location of the seat: any ✓", and "Area: any ✓". A red box highlights the "Reserve requested seat" text and the "Select seat" button.

- 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.

Step 8:

The screenshot shows the "Return journey: We, 06.02.2019" section. It displays a train icon, the route "12:50 München Hbf → 16:04 Frankfurt(Main)Hbf", and the train number "ICE 626". A green checkmark and the text "Reserve requested seat" are shown. Below this, the details are: "Compartment type: any ✓", "Location of the seat: any ✓", and "Area: any ✓". A red box highlights the "Reserve requested seat" text and the "Select seat" button. At the bottom of the page, there are two buttons: "Back" and "Proceed", with the "Proceed" button highlighted by a red box.

- 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".

# How to book your Online-Ticket

Step: 9

Search ✓
Select ✓
Ticket & reservation ✓
Payment
Check & book
Confirmation

Please enter your payment details

Who will use the ticket?

**Address of passenger** >

Company: **Buchungsclient Veranstaltungsticket**

Salutation

Title

First name\*

Surname\*

E-mail\*

Street, number

Postcode/ZIP

Town/city

Country

Telephone 1

Telephone 2

Fax

**Your journey** ⓘ

**Outward journey Mo, 04.02.2019**  
 07:54 Frankfurt(Main)Hbf  
 11:08 München Hbf

**Outward journey We, 06.02.2019**  
 12:50 München Hbf  
 16:04 Frankfurt(Main)Hbf

**Prices** ⓘ

<b>Ticket, 1. class</b>	199,00
1 Adult	
<b>Reservation</b>	0,00
Outward journey: 1 seat	
Return journey: 1 seat	
<b>City-Ticket</b>	inkl.
Outward journey	
Outward journey	

**Total 199,00 EUR**

**Hinweis:**  
customer\_content\_bahnbuchung\_kasse\_gk\_en.txt Hier steht der Text des Teasers. Dies ist ein sehr langer Text. Daher kommt gleich noch ein Satz um das zu testen. Daher kommt gleich noch ein Satz um das zu testen. Daher kommt gleich noch ein

- 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.



# How to book your Online-Ticket

Step 10:

How would you like to pay?

**Credit card** Free

Credit card number

Expiry date   Card verification numb

[Where do I find the card verification number on my card?](#)

Anything else we should consider?

**Voucher (7-digit code)**  
e.g. received as a gift or compensation for a delay, etc.)

**e-coupon (8-digit code)**  
e.g. promotion

**Collect bahn.bonus points.** i

Back
Continue

- 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”.

# How to book your Online-Ticket

Step 11:

Search ✓ Select ✓ Ticket & reservation ✓ Payment ✓ Check & book Confirmation

Check your booking.

Your travel details

**Your outward journey**

Frankfurt(Main)Hbf	Mo, 04.02.2019	07:54	ICE 525	1 seat in the 1. class
München Hbf		11:08		Any compartment, Any seat position, Any zone

**Your return journey**

München Hbf	We, 06.02.2019	12:50	ICE 626	1 seat in the 1. class
Frankfurt(Main)Hbf		16:04		Any compartment, Any seat position, Any zone

Your selected offer [Terms and conditions of offer](#)

<b>Ticket, 1. class</b>	1 Adult Frankfurt(Main)+City - München+City, Return Ticket Veranstaltungsticket Flex	<b>199,00 EUR</b>
<b>Reservation</b>	Outward journey: 1 seat Return journey: 1 seat	<b>0,00 EUR</b>
<b>City-Ticket</b>	At the place of departure and destination of your journey	incl.
<b>€ Train fare</b>		<b>199,00 EUR</b>

**Delay alarm** ⓘ

The existing agreement between your employer and Deutschen Bahn AG on the use of DB Online applies.

**€ Total** **199,00 EUR**

Back Cancel booking **Buy now**

- 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 e-mail that includes your Online-Ticket as a PDF file attachment.

# How to refund your Online-Ticket

**Step 12:**

The screenshot shows the DB website interface. At the top, there is a navigation bar with 'Offers', 'Booking Information', 'Train Fleet', 'My Bahn', and 'Login'. Below this is a search bar and a main content area with a train image. A search form is visible with fields for 'from station/stop/address', 'to station/stop/address', a date 'Tue, 27.11.18', and a time '11:27'. Below the search form, there is a promotional banner for 'German Rail Pass' with a button 'To the German Rail Pass'. At the bottom, there is a grid of menu items under four categories: 'Offers', 'Booking information', 'Train fleet', and 'Popular connections'. The 'Exchange or cancellation' link under 'Booking information' is highlighted with a red box.

Offers	Booking information	Train fleet	Popular connections
<ul style="list-style-type: none"> <li>&gt; Saver fare Europe</li> <li>&gt; Saver fare within Germany</li> <li>&gt; IC Bus saver fare</li> <li>&gt; German Rail, Interrail, Eurail Pass</li> </ul>	<ul style="list-style-type: none"> <li>&gt; Online ticket</li> <li>&gt; Payment options</li> <li>&gt; <b>Exchange or cancellation</b></li> <li>&gt; Passenger rights</li> </ul>	<ul style="list-style-type: none"> <li>&gt; ICE and ICE Sprinter</li> <li>&gt; Intercity and Eurocity</li> <li>&gt; Regional trains</li> </ul>	<ul style="list-style-type: none"> <li>&gt; Berlin - Hamburg</li> <li>&gt; Frankfurt - Munich</li> <li>&gt; Amsterdam - Cologne</li> <li>&gt; Paris - Stuttgart</li> </ul>

- 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

Step 13:

The screenshot shows the DB website interface. At the top, there is a navigation bar with 'Offers', 'Booking Information', and 'Train Fleet'. Below this, a breadcrumb trail reads 'Home → Booking Information → Exchanging or cancelling tickets and seat reservations'. The main content area is titled 'Exchanging or cancelling tickets or reservations' and is divided into two columns: 'With a "My Bahn" customer account' and 'Without a "My Bahn" customer account'. The 'Without a "My Bahn" customer account' section contains a red-bordered box around the 'Order search' button. Below this, the 'Order search' form is shown, also with a red border. The form includes fields for 'Order Number', 'Surname of the passenger', and 'Verification code\*'. A red box highlights the 'Order search' button at the bottom right of the form. A watermark '4dNht' is visible over the form.

- Continue by clicking „Order search“
- Enter your Order number, your surname and the given verification 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 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)

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