



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

DB Vertrieb GmbH | Event Ticket | 2020



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 the ticket until shortly before your train departs.



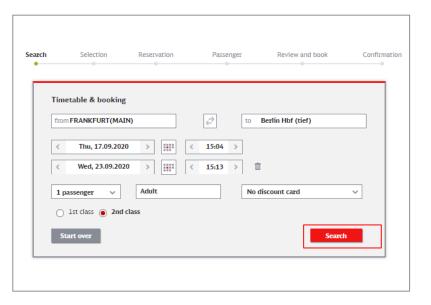
You can print tickets out or load them into the DB Navigator app.



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



Step 1:

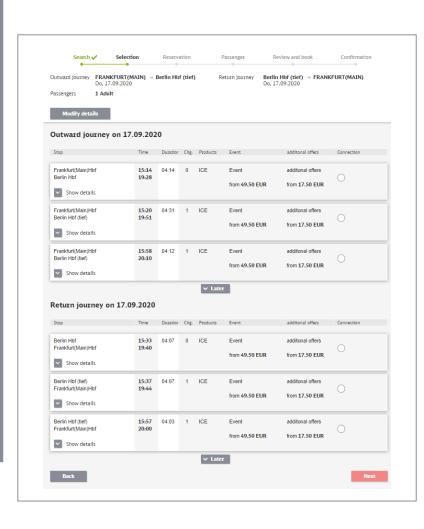


- Use the travel button on the event organiser's page to book your Event Ticket.
- Select your depature and arrival train stations
- Simply click the date field to pick your travel dates. Note that travel dates are limited, based on the event's dates.
- Select your preferred class.
- Click "Search" to proceed.
- **Note**: An Event Ticket can cover up to 5 people travelling together. Please note that in this case the system issues only one ticket. If you require individual tickets for each traveller, they need to be booked individually.

Step 2:

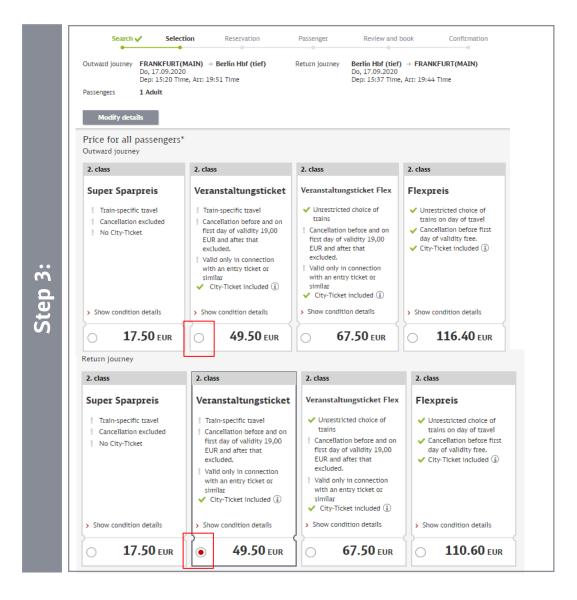
How to book your Online-Ticket





- Select your preferred connections for the outward journey and for the return journey
- You can book your tickets up to six months in advance.

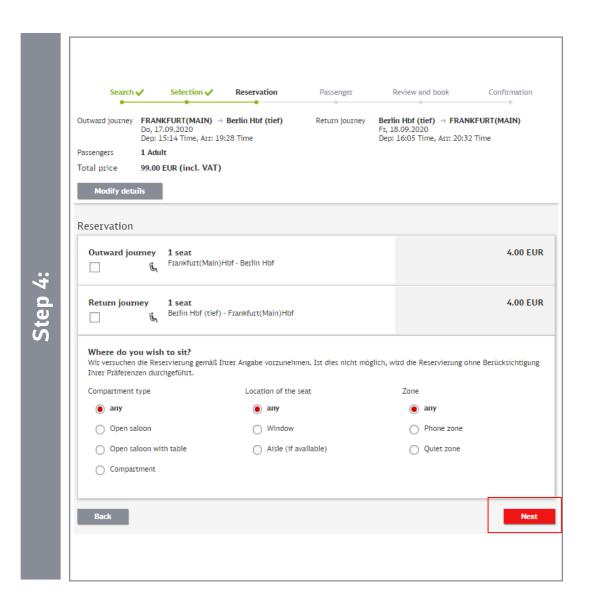




■ We have different offers to fit our customer's requirements. For the Event Ticket choose one of the "Veranstaltungsticket" offers and click "Next" to proceed.







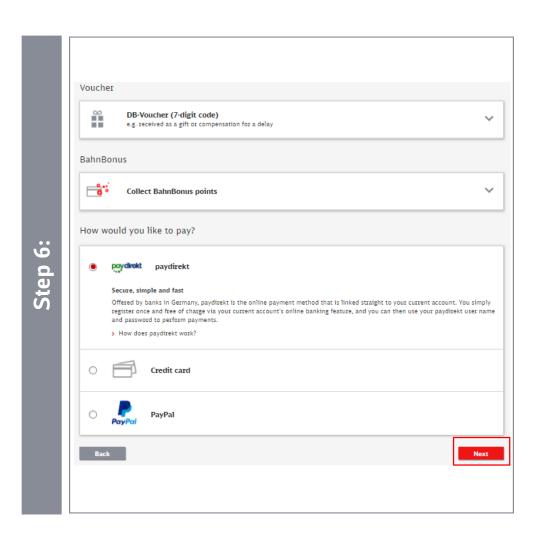
- If you wish to reserve a seat (included in the first class tickets), you can click the corresponding radio buttons.
- You can also state preferences. Please note that due to high occupancy we are sometimes not able to meet them.
- Proceed by clicking "Next".





Next we need your personal details.

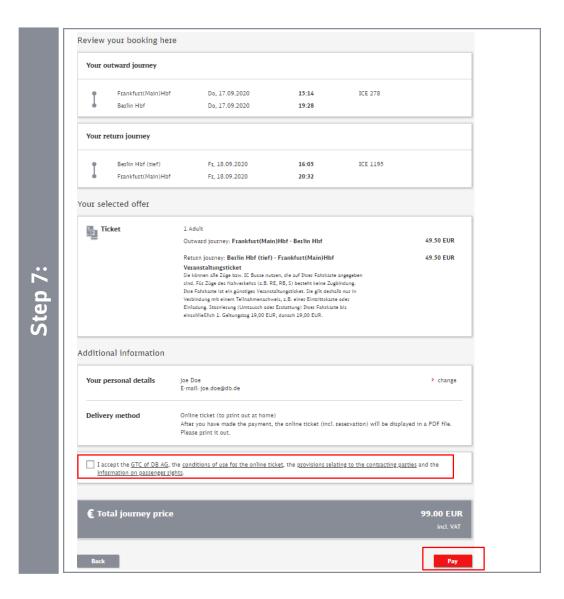




- Choose your preferred mean of payment.
- If applicable, you can redeem a travel voucher.
- If you would like to collect bahn.bonus points, tick the relevant box and enter the number of your BahnCard, BahnCard Business, BahnBonusCard or BonusCard Business.
- Confirm your selection by clicking "Next".



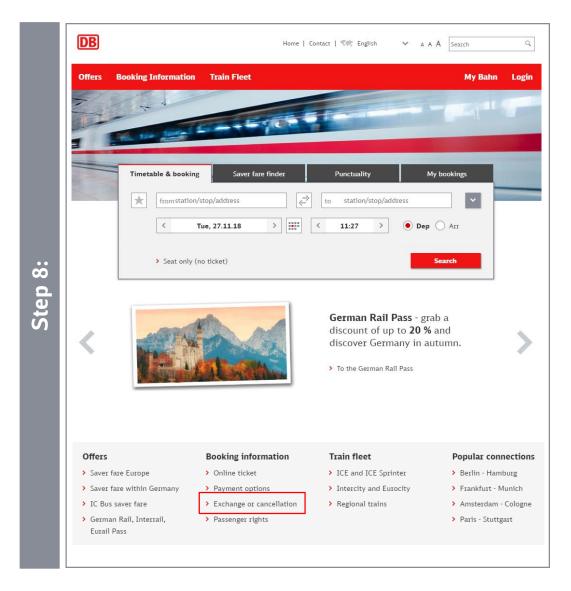




- Before completing your booking, please check your selection.
- To proceed you need to agree to the terms of service.
- Complete the booking by clicking "Buy now".
- Your booking will then be confirmed and you will receive a confirmation e-mail that includes your Online-Ticket as a PDF file attachment.



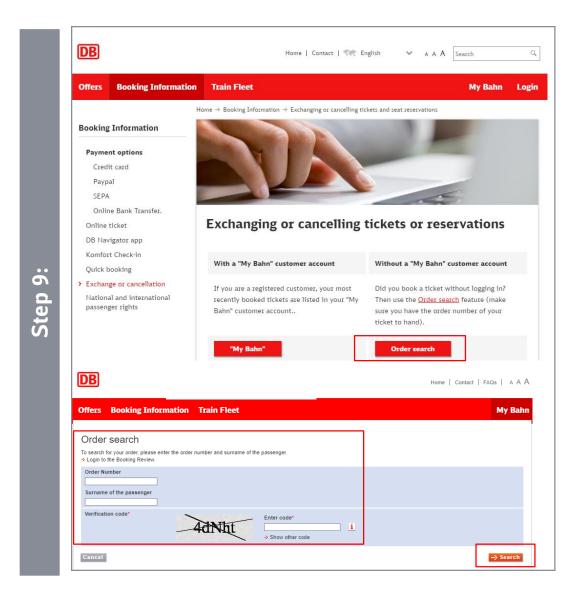
How to refund your Online-Ticket



- Please select the "bahn.de" homepage. There you will find information concerning "Exchanges or cancellation".
- Click the link to start the cancellation process.



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"
- Next you need to choose, if you wish to exchange or cancel your ticket.



Contact us

If you

If you have any **technical questions** about the booking process, do not hesitate to contact our Service Center (8:00 am - 8:00 pm every day):

Tel.: +49 (0) 30 586020901

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

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