

Terms and Conditions of Use for hvv Deutschlandtickets and hvv Deutschlandtickets as a Jobticket

Excerpt from the hvv Communal Tariff

As per 01.2025

Tickets and prices

Product	Price (per month)	Additional tickets as top-up to season tickets	Per month (entire network)	1 journey (fare rings A-F)
hvv Deutschlandticket	€ 58.00	Upgrade 1st Class RB/RE	€ 51.50	€ 3.50
hvv Jobticket	€ 55.10	Weekend +	€ 15.00	—
hvv Jobticket for apprentices/trainees (BonusTicket)	€ 55.10 ¹			
hvv Jobticket Premium	€ 55.10 ²			

1 Price for apprentices/trainees: max. € 34.80. Employers pay a subsidy of at least € 20.30. Special conditions apply in addition.

2 Price for ticketholders: max. € 29.90. Employers pay a subsidy of at least € 25.20. Special conditions apply in addition.

Tariff provisions

6 hvv Deutschlandticket

6.1 Basic principles

The Deutschlandticket is a ticket sponsored by the Federal Government and the federal states, valid on regional rail services and local public transport in the whole of Germany. [...] The tariff provisions set out here apply for the Deutschlandticket and are binding on its use by all the participating regional rail and local public transport operators all over Germany. These tariff provisions apply in addition to the existing fare scales and conditions of carriage of the participating public transport associations, the tariffs of the participating transport operators, public transport associations and the tariff associations of the federal states (Landestarifgesellschaften). This includes areas of valid travel outside Germany if and when the tariff zone of the transport association or transport operator concerned extends to the area located on the territory of a foreign country pursuant to a specific agreement to that effect. Local public transport is deemed to include carriage of persons in trams and omnibuses as defined by the German Public Transport Act (Personenbeförderungsgesetz, PBefG) as well as in motor vehicles running on regular services pursuant to §§ 42 and 44 PBefG. Local bus lines pursuant to § 43 PBefG come within the scope of validity of the ticket to the extent that they are generally available to the public as defined in § 2 Par. 4 PBefG. The Deutschlandticket is not valid on means of transport which are primarily operated for touristic or historical purposes. The use of the Deutschlandticket on long-distance trains is excluded on principle. Regulations deviating from this general rule (e.g. within the framework of integration concepts) will be announced in the area of validity of the Deutschlandticket for rail travel. The Deutschlandticket is not transferable and is issued as a personal travel pass, which must contain at minimum the name and first name as well as the date of birth of the holder. [...]. An official photo ID must be carried as legitimation and shown to the ticket inspector when asked. [...]

6.2 Entitlement to travel, conditions of use and area/period of validity

The Deutschlandticket gives the right, within the period of validity, to unlimited use of local and regional rail services within the tariff area of the Deutschlandtarif for 2nd class travel as well as of other means of public transport in the geographical area of validity of the tariffs of the participating transport operators, public transport associations and the tariff associations of the federal states (Landestarifgesellschaften). This includes areas of valid travel outside Germany if and when the tariff zone of the transport association or transport operator concerned extends to the area located on the territory of a foreign country pursuant to a specific agreement to that effect. Local public transport is deemed to include carriage of persons in trams and omnibuses as defined by the German Public Transport Act (Personenbeförderungsgesetz, PBefG) as well as in motor vehicles running on regular services pursuant to §§ 42 and 44 PBefG. Local bus lines pursuant to § 43 PBefG come within the scope of validity of the ticket to the extent that they are generally available to the public as defined in § 2 Par. 4 PBefG. The Deutschlandticket is not valid on means of transport which are primarily operated for touristic or historical purposes. The use of the Deutschlandticket on long-distance trains is excluded on principle. Regulations deviating from this general rule (e.g. within the framework of integration concepts) will be announced in the area of validity of the Deutschlandticket for rail travel. The Deutschlandticket is not transferable and is issued as a personal travel pass, which must contain at minimum the name and first name as well as the date of birth of the holder. [...]. An official photo ID must be carried as legitimation and shown to the ticket inspector when asked. [...]

The Deutschlandticket gives the right to use exclusively carriages of the 2nd class. Upgrade to the 1st class is possible subject in each case to the conditions of carriage of the public transport associations, the tariff provisions of the federal states and the Deutschlandtarif within their area of validity. A regular bicycle ticket needs to be purchased in order to take along a bicycle, provided that such a ticket is required on the journey in question. A regular ticket is required to take a dog along, provided that such a ticket is required on the journey in question.

6.3 Contract Term and Termination

[...] The Deutschlandticket is issued as a subscription product. Signing on for subscription can be done as of the 1st of any month. The subscription is concluded for an indefinite period of time and can be terminated monthly. Such termination must be declared by the 10th of the month, effective at the end of the calendar month concerned. In the case of termination, the Deutschlandticket remains valid up to close of services after the end of the last day of the calendar month concerned, at the latest however until 3.00 am of the following day. [...]

6.4 Fare price

The fare price for the Deutschlandticket in a subscription as of 01.01.2025 is € 58.00 EUR per month when the fare is paid monthly. [...]

6.5 hvv Jobticket

The Deutschlandticket can be offered as a discounted job ticket. This job ticket can be used by employees of a company whose employer has concluded an agreement for the purchase of the hvv Jobticket with a participating public transport association or public transport operator. Employers in the meaning of this provision can be companies, administrative bodies, public authorities and other institutions. The fare price for the Deutschlandticket as a job ticket is the price given in Section 6.4 minus a discount of 5%. The precondition for the discount is that the employer subsidizes the job ticket with an amount which is at least 25% of the fare price pursuant to Section 6.4. Payment of the travel allowance of 25% applies in the case of the contract variant hvv Jobticket Basic.

C Further tariff provisions

hvv Deutschlandticket as Jobticket Premium

The special offer "hvv Deutschlandticket as a Jobticket Premium" will be available, subject to the caveat that it may be withdrawn at any time, as of 1 January 2025. Eligible persons and validity: Deutschlandtickets as Jobtickets for which an employer, in derogation from Sections 7.1 and 6.5 of the hvv Communal Tariff, pay a higher minimum subsidy of at least € 25.20 give the holder the right to take 1 other person of any age and 3 children (6-14) along all day free of charge on the entire hvv network on Saturdays, Sundays, public holidays as well as on Christmas Eve and New Year's Eve. This take-along option is not available outside the hvv area. An upgrade ticket also includes all other persons travelling with the ticket holder according to this rule. The ticket must be clearly identified as a Deutschlandticket (hvv Jobticket Premium). Not using or only partial use of this special offer does not give any entitlement to refunding of fare money.

7 The Corporate Client Subscription scheme

The overall management of the hvv Corporate Client Subscription programme (GKA) lies with the GKA-Betreuungsstelle (Corporate Client Liaison Service) of the hvv with the S-Bahn Hamburg GmbH (S-Bahn). Persons can participate in the Corporate Client Subscription programme (hvv-Großkunden-Abonnement –GKA) whose employer has concluded a contract for a Corporate Client Subscription programme for the Jobticket running for a minimum of 12 months with the GKA-Betreuungsstelle (Corporate Client Liaison Service) of the hvv with S-Bahn Hamburg GmbH (S-Bahn) and who agree to the amount of fare money payable in their case being retained from their salary by such employer. hvv Jobtickets (hvv Deutschlandtickets as Jobtickets) are issued as evidence of the participation in the Corporate Client Subscription programme as a digital ticket via a link either as a webticket application or in an electronic wallet. [...]

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- 7.1 Prerequisites for concluding Corporate Client contracts**
GKA contracts are concluded with companies which manage the issuing of the tickets to their employees and the collection of the fare money on behalf of and for the account of the public transport operators if the employer undertakes to pay to employees, in addition to the salary which is due to them in any case, a contribution towards the hvv Jobticket fare price pursuant to Section 6.5. [...]
- 7.2 Sales partners**
hvv Jobtickets can be issued to the authorized employees of small businesses (cooperation partners) participating in the programme via sales partners who have concluded a contract to this effect with S-Bahn. The precondition for this is an inclusion agreement between the company (cooperation partner) and S-Bahn.
- 7.3 Validity of the hvv Jobtickets**
The period of validity of a Jobticket begins at 0.00 on the first day of the month in which the ticket holder authorized to use it receives a hvv Jobticket. The 1st class carriages on RB/RE trains can be used within the hvv area if the holder has a valid upgrade ticket according to the hvv Communal Tariff.
- 7.4 Loss of the ticket**
If and when a hvv Jobticket on a chipcard is lost, the provisions of 4.1.8, in particular 4.1.8 a) shall apply.
- 7.5 Period and termination of participation in the Corporate Client Subscription programme**
The participation relationship for the ticket holder can be seen from Section 6.3. During their participation the passenger will receive a Deutschlandticket as Jobticket. For hvv Jobtickets on a chipcard, the provisions of Section 4.1.8 ff apply in addition, for tickets as a webticket application or in the wallet, the equivalent provisions of Section 3.1. apply.
The ticket holder's entitlement to use the Jobticket expires with the end of the calendar month in which the ticket holder leaves the service of their employer or the beginning of the month in which the fare money can no longer be retained from their salary.
If and when the Corporate Client Subscription programme contract between the employer and S-Bahn is cancelled, the entitlement of all participating employees and trainees/apprentices to use the hvv Jobticket ends with the expiry of the calendar month to the end of which the contract was cancelled.
If and when one of the affiliated transport companies finds that the provisions of the Communal Tariff have been violated - in particular through the use of a hvv Jobticket by an unauthorized person - S-Bahn is entitled to cancel the participation in the Corporate Client Subscription programme with immediate effect. S-Bahn is entitled to exclude persons who have abused the use of a ProfiTicket from future participation in the hvv Jobticket programme.

Additional tickets as top-up to season tickets

- 2.2.3 Additional top-up ticket to an existing season ticket 1st Class**
To use the 1st class carriages on RB/RE trains you will need an upgrade ticket. Monthly upgrades as well as weekly tickets including 1st class upgrade entitle the holder during the period for which they are valid to as many journeys in 1st class RB/RE trains within the area for which the hvv season ticket they are issued in conjunction with is valid, but only within the hvv area.
If an upgrade ticket for the use of the 1st class carriages on RB/RE trains for 1 journey is purchased, the regulations stated under Section 2.1.1 (single tickets) and 2.1.3 (upgrades to single and day tickets) apply mutatis mutandis. [...] An upgrade ticket also includes all other persons travelling with you according to the tariff provisions.
- 2.2.4 Additional top-up ticket Weekend +**
An additional ticket can be purchased allowing the holder of a season ticket to take further persons along with them. This gives the holder the right to take 1 other person of any age and 3 children (6-14) along all day free of charge on Saturdays, Sundays, public holidays as well as on Christmas Eve and New Year's Eve. This is usable with all hvv season tickets including the Deutschlandticket and is valid within the local hvv area for which the hvv season ticket they are issued in conjunction with is valid.

Excerpt from § 10 Refund of fare money

(2) [...] Holders of all-year season tickets who are able to present a medical certificate proving that they were confined to bed and/or were sent for officially approved convalescent treatment at a health resort (excluding "offene Badekuren") or were stationary patients in a hospital for a period exceeding 21 consecutive days are entitled to a refund of the fare money in respect of the days of confinement to bed or absence due to the convalescent treatment or stationary treatment in a hospital (lost days). The basis for calculation of the refund is 1/30 of the fare money paid by the ticket holder in the month concerned for each lost day.

Excerpt from Special Offers to Communal Tariff 3 Conditions for digital tickets

[...] 3.1.2 Use and access

Tickets on a smartphone are not transferable. They are only valid in combination with a currently valid photo ID of the person given as user of the ticket. [...] If a ticket is issued on a smartphone, it cannot be stored in parallel on another medium (e.g. a chipcard). In the case of tickets as a webticket application or in the wallet, the ticketholder will be sent a link to store the ticket on their smartphone after placing an order by email. Further rulings apply in the case of:

[...] b) Tickets via smartphone

These tickets must always be kept with the holder when they travel or in stations on a ready-to-use mobile device so that they can be checked by ticket inspectors and must be shown to them in a checkable form when requested to do so. If necessary, an online connection to update the ticket must be activated.

In the case of ticket contingents in a mobility budget with several entitlements to travel, the individual travel entitlement must be activated before the journey starts.

The client is required to operate the mobile device. The ticket inspectors are however authorized to ask for the mobile device to be handed to them so that they can operate it for the short time needed to check the ticket. The ticket inspectors can scan the QR Code on the ticket. Boarding the means of transport used or entering the area where passengers must have a ticket is only permitted after the transfer of the tickets onto the smartphone has been completed. If the client is unable to prove that they have a valid entitlement to travel when checked by a ticket inspector (e.g. due to technical hitches, an empty battery etc.), or if the ticket has only been booked after the journey was begun or the area where passengers must have a ticket entered in the rapid transit services (U-, S-, A-Bahn), this will be prosecuted as travelling without a valid ticket. An order for a ticket, confirmation of an order, digital photos/screenshots of the tickets on a smartphone do not count as a valid entitlement to travel. Similarly, printouts of such files do not count as an entitlement to travel.

3.1.3 Changes of name

Changes of name must be communicated to the respective client contract partner via the communication channels they suggest. After processing, the ticket will be updated with the new client details.

3.1.4 Deletion when the subscription is cancelled and/or the validity of the product expires

When the cancellation date of the subscription is reached or when the validity of the product expires, the ticket involved will be automatically deleted from the smartphone or invalidated. Subscriptions can be cancelled in the web App or via the employer.

4 Further provisions

In all other respects the provisions of the hvv Communal Tariff and the Conditions of Carriage of the affiliated transport companies in their respective current version apply.