The following bicycle subscription ticket terms shall apply to the issue of the bicycle subscription ticket in the VRR or by the VRR transport companies.

The VRR conditions of carriage and tariff provisions apply here, along with the following:

1. Requirements for the subscription

Tickets are issued on a subscription basis if a VRR transport company is authorized by a customer to debit all fees and charges resulting from the subscription contract every month in advance until further notice from a current account held in the SEPA area. This shall require text form. Written form is also permitted. The transport company provides forms (order forms) for this purpose.

Any alternative terms according to the respective GTCs of the transport companies shall also apply to the online shops/apps, shall also apply to the subscription.

As part of the application check, the transport company may collect information on the creditworthiness of the subscriber and account holder from a credit agency. Transport companies wishing to perform a credit check shall inform the subscriber/partnering contractor in advance and obtain their signature. The subscriber/partnering contractor is then informed of this. In the event of a negative result, the subscription application shall be deemed rejected. The credit check requires transmission of surname, first name, address, and date of birth to the credit agency. The transport company shall store the result of this check for up to 6 months in compliance with data protection regulations.

2. Conclusion of the subscription contract

The subscription contract shall be concluded when the transport company hands over the ticket to the subscriber or an authorized representative or when the subscription is activated via an app provided by VRR or the associated transport companies. The ticket shall pass into the possession of the subscriber.

The bicycle subscription ticket is issued digitally on a chip card or on a mobile device via OV or UIC barcode.

Issuing on a chip card:
The subscriber can read their chip card at the KundenCenter (or with their personal digital service provider) to check the information on the chip. Complaints must be raised with the transport company without undue delay, but no later than 10 days after receipt, in writing or in person. Subsequent complaints may not be considered. The transport company shall retain the chip card.

Binding tariff information on the period of validity, original area of validity, price, and the holder’s personal details are stored on the ticket. The printed features are for the customer’s information only. They do not define any tariff features.

If the chip card has expired, the subscriber will be sent a new chip card without prompting.

After the contractual relationship expires, the subscriber must return the chip card to the transport company. The recipient (in this case: the transport company) must check the chip card for correctness and completeness. If the chip card is handed over or mailed, the cover letter will state the data stored on the chip. The ticket data stored on the chip are decisive.

Issue on mobile device:
In order to issue the bicycle subscription ticket on a mobile device, the subscriber must additionally register with an app provided by VRR or the transport companies in VRR.

Following successful registration and provision of the bicycle subscription ticket on the mobile device, the data must be checked for accuracy and completeness. Complaints must be raised with the transport company without undue delay, but no later than 10 days after receipt, in writing or in person. Subsequent complaints may not be considered.

The subscriber must ensure that the inspection staff can check the subscription in the respective app used at any time. Customers must open their apps with the bicycle subscription ticket on the display of their mobile device for inspection. The customer will operate the smartphone. Customers are obligated to prove their identity using official photo ID upon request during ticket inspections.

If no valid travel authorisation can be presented at a ticket inspection, an EBE will be charged. Tickets shall be invalid if they do not comply with the regulations of the conditions of carriage or the tariff provisions in the Verkehrsverbund Rhein-Ruhr AöR. The transport companies shall also apply to the online shops/apps, shall also apply to the subscription.

The subscriber’s right to extraordinary termination without notice for cause shall not be affected. Cause for termination for the subscriber shall in particular apply in the case of an increase in the subscription price. The subscriber may then terminate the subscription for cause at the time the change in the subscription price takes effect.

B. Termination of the subscription by the transport company

In case of termination, the chip card or the subscription in the app will be blocked in the customer file of the transport company upon expiry. Furthermore, a corresponding note is forwarded to the Verkehrsverbund Rhein-Ruhr AöR. The transport company must be notified of the termination. Notice of termination shall require text form. Written form is also permitted.

Any alternative change specifications according to the respective GTCs of the transport companies shall also apply to the online shops/apps, shall also apply to the subscription.

7. Termination of the subscription by the subscriber

In case of termination, the chip card or the subscription in the app will be blocked in the customer file of the transport company upon expiry. Furthermore, a corresponding note is forwarded to the Verkehrsverbund Rhein-Ruhr AöR. The transport company must be notified of the termination. Notice of termination shall require text form. Written form is also permitted.

Any alternative termination options according to the respective GTCs of the transport companies shall also apply to the online shops/apps, shall also apply to the subscription.

A termination fee shall not be charged. The chip card must be returned to the contracting company without undue delay and undamaged. Otherwise, a flat fee of 10.00 euros shall arise.

a) Proper termination

The bicycle subscription ticket shall be issued for one calendar month and shall automatically be renewed unless terminated by the 10th day of a month to the end of the month. The termination shall enter into effect at the end of the last subscription month.

b) Termination without notice

The subscriber’s right to extraordinary termination without notice for cause shall not be affected. Cause for termination for the subscriber shall in particular apply in the case of an increase in the subscription price. The subscriber may then terminate the subscription for cause at the time the change in the subscription price takes effect.

9. Loss or destruction

Loss or destruction of a ticket must be reported to the transport company without undue delay. The originally issued ticket will then be blocked in the transport company’s customer file. A corresponding note will also be forwarded to the central customer file of the VRR. A lost or destroyed chip card will be replaced for a fee of 10.00 Euro. A fee of 20.00 Euro (including a handling fee of 10.00 Euro) will be charged for any additional replacement issue within the 12-month period.

In the event of loss or destruction of the ticket, the transport company shall not accept any liability for damage incurred by the subscriber due to their inability to use any other benefits generated by the ticket in addition to the transport service. Compensation for such benefits by the transport company shall be excluded.

10. Change of residence

The account holder, the subscriber and, if applicable, the legal representa-tive are obligated to notify the transport company of a change of residence without undue delay. This shall require text form. Written form is also permitted.

11. Refunds

Refunds of transport charges due to non-utilisation are not possible. Item 15.4 of the VRR tariff provisions shall not be affected by this.

12. Data protection regulations

By entering into the subscription contract, the transport company acquires the right to collect, store, and use personal data resulting from the contractual relationship, its termination, or its amendment. This takes place in order to enable ticket inspections by transport compa-nies participating in the electronic fare management procedure.

Irrespective of this, the transport company shall provide VRR AdR with data on blocking of the ticket due to reported loss, expiry, or change of the contractual relationship or subscriber actions in breach of contract. The transport companies connected to the electronic fare management system have access to this information.

The following data will be transmitted: Card number, identifier of the issuing transport company, ticket type, date of issue, association identifier, start date of blocking, end of blocking if applicable. No personal data will be forwarded.

Any alternative data protection regulations according to the respective GTCs of the transport companies shall also apply to the online shops/apps, shall also apply to the subscription.