



DB Event Ticket as a Online Ticket

Step-by-Step Instructions

DB Vertrieb GmbH | Event Ticket | 2020

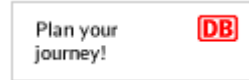
You want to use your own computer to book your ticket conveniently and use it right away? The Online-Ticket is our solution for you



- ✓ 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.

How to book your Online-Ticket

Step 1:



Search Selection Reservation Passenger Review and book Confirmation

Timetable & booking

from to

< > >

< > >

1st class 2nd class

- Use the travel button on the event organiser's page to book your Event Ticket.
- Select your departure 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.

How to book your Online-Ticket

Step 2:

The screenshot shows the 'Selection' step of the booking process. At the top, a progress bar indicates the steps: Search (checked), Selection (current), Reservation, Passenger, Review and book, and Confirmation. Below this, the journey details are summarized: Outward journey from Frankfurt(MAIN) to Berlin Hbf (tief) on 17.09.2020, and Return journey from Berlin Hbf (tief) to Frankfurt(MAIN) on 17.09.2020, for 1 Adult.

The 'Outward journey on 17.09.2020' section contains a table with three options:

| Stop | Time | Duazior | Chg. | Products | Event | additional offers | Connection |
|---|----------------|---------|------|----------|-------|---|-----------------------|
| Frankfurt(Main)Hbf Berlin Hbf | 15:14 19:28 | 04:14 | 0 | ICE | Event | additional offers from 49.50 EUR from 17.50 EUR | <input type="radio"/> |
| Frankfurt(Main)Hbf Berlin Hbf (tief) | 15:20 19:51 | 04:31 | 1 | ICE | Event | additional offers from 49.50 EUR from 17.50 EUR | <input type="radio"/> |
| Frankfurt(Main)Hbf Berlin Hbf (tief) | 15:58 20:10 | 04:12 | 1 | ICE | Event | additional offers from 49.50 EUR from 17.50 EUR | <input type="radio"/> |

A 'Later' button is located below the table. The 'Return journey on 17.09.2020' section contains a similar table with three options:

| Stop | Time | Duazior | Chg. | Products | Event | additional offers | Connection |
|---|----------------|---------|------|----------|-------|---|-----------------------|
| Berlin Hbf Frankfurt(Main)Hbf | 15:33 19:40 | 04:07 | 0 | ICE | Event | additional offers from 49.50 EUR from 17.50 EUR | <input type="radio"/> |
| Berlin Hbf (tief) Frankfurt(Main)Hbf | 15:37 19:44 | 04:07 | 1 | ICE | Event | additional offers from 49.50 EUR from 17.50 EUR | <input type="radio"/> |
| Berlin Hbf (tief) Frankfurt(Main)Hbf | 15:57 20:00 | 04:03 | 1 | ICE | Event | additional offers from 49.50 EUR from 17.50 EUR | <input type="radio"/> |

At the bottom of the interface, there are 'Back' and 'Next' buttons.

- Select your preferred connections for the outward journey and for the return journey

- You can book your tickets up to six months in advance.

How to book your Online-Ticket

Step 3:

Search ✓ Selection Reservation Passenger Review and book Confirmation

Outward journey **FRANKFURT(MAIN) → Berlin Hbf (tief)**
Do, 17.09.2020
Dep: 15:20 Time, Arr: 19:51 Time

Return journey **Berlin Hbf (tief) → FRANKFURT(MAIN)**
Do, 17.09.2020
Dep: 15:37 Time, Arr: 19:44 Time

Passengers **1 Adult**

[Modify details](#)

Price for all passengers*
Outward journey

| 2. class | 2. class | 2. class | 2. class |
|---|--|--|---|
| Super Sparpreis <ul style="list-style-type: none"> ! Train-specific travel ! Cancellation excluded ! No City-Ticket <p>> Show condition details</p> <p><input type="radio"/> 17.50 EUR</p> | Veranstungsticket <ul style="list-style-type: none"> ! Train-specific travel ! Cancellation before and on first day of validity 19,00 EUR and after that excluded. ! Valid only in connection with an entry ticket or similar ✓ City-Ticket included ⓘ <p>> Show condition details</p> <p><input checked="" type="radio"/> 49.50 EUR</p> | Veranstungsticket Flex <ul style="list-style-type: none"> ✓ Unrestricted choice of trains ! Cancellation before and on first day of validity 19,00 EUR and after that excluded. ! Valid only in connection with an entry ticket or similar ✓ City-Ticket included ⓘ <p>> Show condition details</p> <p><input type="radio"/> 67.50 EUR</p> | Flexpreis <ul style="list-style-type: none"> ✓ Unrestricted choice of trains on day of travel ✓ Cancellation before first day of validity free. ✓ City-Ticket included ⓘ <p>> Show condition details</p> <p><input type="radio"/> 116.40 EUR</p> |

Return journey

| 2. class | 2. class | 2. class | 2. class |
|---|--|--|---|
| Super Sparpreis <ul style="list-style-type: none"> ! Train-specific travel ! Cancellation excluded ! No City-Ticket <p>> Show condition details</p> <p><input type="radio"/> 17.50 EUR</p> | Veranstungsticket <ul style="list-style-type: none"> ! Train-specific travel ! Cancellation before and on first day of validity 19,00 EUR and after that excluded. ! Valid only in connection with an entry ticket or similar ✓ City-Ticket included ⓘ <p>> Show condition details</p> <p><input checked="" type="radio"/> 49.50 EUR</p> | Veranstungsticket Flex <ul style="list-style-type: none"> ✓ Unrestricted choice of trains ! Cancellation before and on first day of validity 19,00 EUR and after that excluded. ! Valid only in connection with an entry ticket or similar ✓ City-Ticket included ⓘ <p>> Show condition details</p> <p><input type="radio"/> 67.50 EUR</p> | Flexpreis <ul style="list-style-type: none"> ✓ Unrestricted choice of trains on day of travel ✓ Cancellation before first day of validity free. ✓ City-Ticket included ⓘ <p>> Show condition details</p> <p><input type="radio"/> 110.60 EUR</p> |

- We have different offers to fit our customer's requirements. For the Event Ticket choose one of the „Veranstungsticket“ offers and click „Next“ to proceed.

How to book your Online-Ticket

Step 4:

Search ✓
Selection ✓
Reservation
Passenger
Review and book
Confirmation

Outward journey **FRANKFURT(MAIN) → Berlin Hbf (tief)**
Do, 17.09.2020
Dep: 15:14 Time, Arr: 19:28 Time

Return journey **Berlin Hbf (tief) → FRANKFURT(MAIN)**
Fr, 18.09.2020
Dep: 16:05 Time, Arr: 20:32 Time

Passengers **1 Adult**
Total price **99.00 EUR (incl. VAT)**

Modify details

Reservation

| | | |
|--|--|----------|
| <p>Outward journey 1 seat</p> <p><input type="checkbox"/> Frankfurt(Main)Hbf - Berlin Hbf</p> | | 4.00 EUR |
| <p>Return journey 1 seat</p> <p><input type="checkbox"/> Berlin Hbf (tief) - Frankfurt(Main)Hbf</p> | | 4.00 EUR |

Where do you wish to sit?
Wir versuchen die Reservierung gemäß Ihrer Angabe vorzunehmen. Ist dies nicht möglich, wird die Reservierung ohne Berücksichtigung Ihrer Präferenzen durchgeführt.

| Compartment type | Location of the seat | Zone |
|--|--|--------------------------------------|
| <input checked="" type="radio"/> any | <input checked="" type="radio"/> any | <input checked="" type="radio"/> any |
| <input type="radio"/> Open saloon | <input type="radio"/> Window | <input type="radio"/> Phone zone |
| <input type="radio"/> Open saloon with table | <input type="radio"/> Aisle (if available) | <input type="radio"/> Quiet zone |
| <input type="radio"/> Compartment | | |

Back
Next

- 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“.

How to book your Online-Ticket

Step 5:

Search ✓ Selection ✓ Reservation ✓ **Passenger** Review and book Confirmation

Outward journey **FRANKFURT(MAIN) → Berlin Hbf (tief)**
Do, 17.09.2020
Dep: 15:14 Time, Arr: 19:28 Time

Return journey **Berlin Hbf (tief) → FRANKFURT(MAIN)**
Fr, 18.09.2020
Dep: 16:05 Time, Arr: 20:32 Time

Passengers **1 Adult**

Total price **99.00 EUR (incl. VAT)**

[Modify details](#)

Who will use the ticket?

Personal information

Salutation*

First name* Last name*

For sending the booking confirmation


E-mail* Re-enter e-mail*

- Next we need your personal details.


How to book your Online-Ticket

Step 6:


Voucher

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

BahnBonus


 **Collect BahnBonus points**
▼


How would you like to pay?

 **paydirekt**

Secure, simple and fast
Offered by banks in Germany, paydirekt is the online payment method that is linked straight to your current account. You simply register once and free of charge via your current account's online banking feature, and you can then use your paydirekt user name and password to perform payments.

> How does paydirekt work?

 **Credit card**

 **PayPal**

Back
Next

- 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”.

How to book your Online-Ticket

Step 7:

Review your booking here

Your outward journey

| | | | | |
|---|--------------------|----------------|-------|---------|
| ↑ | Frankfurt(Main)Hbf | Do, 17.09.2020 | 15:14 | ICE 278 |
| ↓ | Berlin Hbf | Do, 17.09.2020 | 19:28 | |

Your return journey

| | | | | |
|---|--------------------|----------------|-------|----------|
| ↓ | Berlin Hbf (tief) | Fr, 18.09.2020 | 16:05 | ICE 1195 |
| ↑ | Frankfurt(Main)Hbf | Fr, 18.09.2020 | 20:32 | |

Your selected offer

Ticket 1 Adult

Outward journey: Frankfurt(Main)Hbf · Berlin Hbf 49.50 EUR

Return journey: Berlin Hbf (tief) · Frankfurt(Main)Hbf 49.50 EUR

Veranstaltungsticket
Sie können alle Züge bzw. IC Busse nutzen, die auf Ihrer Fahrkarte angegeben sind. Für Züge des Nahverkehrs (z.B. RE, RB, S) besteht keine Zugbindung. Ihre Fahrkarte ist ein günstiges Veranstaltungsticket. Sie gilt deshalb nur in Verbindung mit einem Teilnahmeschein, z.B. einer Eintrittskarte oder Einladung. Stornierung (Umtausch oder Erstattung) Ihrer Fahrkarte bis einschließlich 1. Geltungstag 19,00 EUR, danach 29,00 EUR.

Additional information

Your personal details Joe Doe > change
 E-mail: joe.doe@db.de

Delivery method Online ticket (to print out at home)
 After you have made the payment, the online ticket (incl. reservation) will be displayed in a PDF file. Please print it out.

I accept the [GTC of DB AG](#), the [conditions of use for the online ticket](#), the [provisions relating to the contracting parties](#) and the [information on passenger rights](#).

€ Total journey price **99.00 EUR**
incl. VAT

Back
Pay

- 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

Step 8:

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 discount of up to 20%. 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

- > Saver fare Europe
- > Saver fare within Germany
- > IC Bus saver fare
- > German Rail, Interrail, Eurail Pass

Booking information

- > Online ticket
- > Payment options
- > **Exchange or cancellation**
- > Passenger rights

Train fleet

- > ICE and ICE Sprinter
- > Intercity and Eurocity
- > Regional trains

Popular connections

- > Berlin - Hamburg
- > Frankfurt - Munich
- > Amsterdam - Cologne
- > Paris - Stuttgart

- 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

Step 9:

The screenshot shows the DB website interface for 'Exchanging or cancelling tickets or reservations'. The page is divided into two main sections. The top section, titled 'Exchanging or cancelling tickets or reservations', provides instructions for users with and without a 'My Bahn' account. The 'Without a "My Bahn" customer account' section is highlighted with a red box, indicating the current step. Below this, the 'Order search' form is shown, also highlighted with a red box. The form contains fields for 'Order Number', 'Surname of the passenger', and 'Verification code*'. A sample verification code '4dNht' is shown with a red 'X' over it, indicating it is invalid. The 'Search' button is highlighted with a red box.

- Continue by clicking „Order search“
- Enter your Order number, your surname and the given verification 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 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) 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: bahnbusiness-online@deutschebahn.com

DB Vertrieb GmbH
Online Vertrieb
Postfach 100247
D-76232 Karlsruhe

