

# Event Ticket FAQs

**Every successful event is preceded by a successful journey. With the Event Ticket from Deutsche Bahn, participants travel to an event conveniently and comfortably at a fixed price throughout Germany.**

## FAQs for event planner and participants

### **Is the Event Ticket valid in other European Countries?**

No, the Event Ticket is only valid within Germany.

### **Can I use the Event Ticket on every route?**

The Event Ticket is valid on services operated by other rail operators, in other words on trains that are not operated by Deutsche Bahn but serve the same route. It is not valid on ferry connections and cannot be used for travel on Thalys or Nightjet services.

### **Where can I exchange or cancel my online Event Ticket?**

You can cancel a ticket online by going to [www.bahn.de/auftragssuche](http://www.bahn.de/auftragssuche) and entering the order code printed on the ticket. Exchanges and cancellations are not available after the first day of validity.

### **Can children travel for free with the holder of an Event Ticket?**

Children up to the age of five always travel for free.

Children aged six and over cannot travel for free on the Event Ticket as it is an offer for business travellers.

### **Is travel with Deutsche Bahn and the Event Ticket environmentally friendly?**

With Deutsche Bahn's Event Ticket, passengers travel on long-distance trains powered by 100% renewable energy and therefore bring about a sustainable reduction in CO<sub>2</sub> emissions from travel to an event. Read more about rail and the environment at [www.deutschebahn.com/gruen](http://www.deutschebahn.com/gruen)

## For event planner

### **What events are eligible for Event Tickets?**

“MICE” events – only meetings, incentives, conferences and exhibitions – are eligible for Event Tickets. For leisure travel we recommend to book tickets at [www.bahn.com](http://www.bahn.com)

### **How can I receive an offer for the Event Ticket?**

Please register at [bahn.de/mice](http://bahn.de/mice) and list your event(s). Your request will be checked and, once the event has been approved, published in the tariff announcements as well as in the attachment to the Event Ticket. You will receive all important information and conditions in the General Terms and Conditions upon registration.

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## For participants

### **Which conditions do I have to fulfil to buy an Event Ticket?**

It is up to the organiser of your event to arrange to offer Event Tickets with Deutsche Bahn. You will just need to provide sufficient proof that you are attending the event (ticket to the event, confirmation of participation, invitation, registration, etc.).

### **How do I order an Event Ticket?**

Event Tickets can usually be booked online through the event's website.

### **How do I pay for an Event Ticket?**

You pay for the Event Ticket using giro pay, paypal or your own credit card.

### **Can I use the Event Ticket to start my outward journey from one DB station and start my return journey from a different one?**

When booking online, you must specify the same departure and destination station. If you want to select a different destination station for the return journey, you will need to book your tickets for the outward and return journeys separately.

### **Your questions have not been answered in the FAQs?**

Then send an email to: [veranstaltungen@deutschebahn.com](mailto:veranstaltungen@deutschebahn.com)