



# 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 shown: 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. There is 1 Adult passenger.

**Outward journey on 17.09.2020**

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

[Later](#)

**Return journey on 17.09.2020**

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

[Later](#)

Buttons: [Back](#) (left), [Next](#) (right)

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

Return journey

| 2. class  | 2. class   | 2. class   | 2. class  |
|---|--|--|---|
| <b>Super Sparpreis</b><br><ul style="list-style-type: none"> <li>! Train-specific travel</li> <li>! Cancellation excluded</li> <li>! No City-Ticket</li> </ul> <p>&gt; Show condition details</p> <p><input type="radio"/> <b>17.50 EUR</b></p> | <b>Veranstungsticket</b><br><ul style="list-style-type: none"> <li>! Train-specific travel</li> <li>! Cancellation before and on first day of validity 19,00 EUR and after that excluded.</li> <li>! Valid only in connection with an entry ticket or similar</li> <li>✓ City-Ticket included ⓘ</li> </ul> <p>&gt; Show condition details</p> <p><input checked="" type="radio"/> <b>49.50 EUR</b></p> | <b>Veranstungsticket Flex</b><br><ul style="list-style-type: none"> <li>✓ Unrestricted choice of trains</li> <li>! Cancellation before and on first day of validity 19,00 EUR and after that excluded.</li> <li>! Valid only in connection with an entry ticket or similar</li> <li>✓ City-Ticket included ⓘ</li> </ul> <p>&gt; Show condition details</p> <p><input type="radio"/> <b>67.50 EUR</b></p> | <b>Flexpreis</b><br><ul style="list-style-type: none"> <li>✓ Unrestricted choice of trains on day of travel</li> <li>✓ Cancellation before first day of validity free.</li> <li>✓ City-Ticket included ⓘ</li> </ul> <p>&gt; Show condition details</p> <p><input type="radio"/> <b>110.60 EUR</b></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)**      Return journey **Berlin Hbf (tief) → FRANKFURT(MAIN)**  
 Do, 17.09.2020      Fr, 18.09.2020  
 Dep: 15:14 Time, Arr: 19:28 Time      Dep: 16:05 Time, Arr: 20:32 Time

Passengers **1 Adult**

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

Modify details

---

**Reservation**

|                          |   |          |
|--------------------------|---|----------|
| <input type="checkbox"/> | <b>Outward journey</b> <b>1 seat</b><br>Frankfurt(Main)Hbf - Berlin Hbf       | 4.00 EUR |
| <input type="checkbox"/> | <b>Return journey</b> <b>1 seat</b><br>Berlin Hbf (tief) - Frankfurt(Main)Hbf | 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 Teilnahmeschweis, 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 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, showing the 'Order search' button. The bottom section, titled 'Order search', contains a form with fields for 'Order Number', 'Surname of the passenger', and 'Verification code\*'. A red box highlights the 'Order search' button at the bottom right of the form. A sample verification code '4dNht' is shown with a red 'X' over it, indicating it is invalid.

- 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](mailto:bahnbusiness-online@deutschebahn.com)

DB Vertrieb GmbH  
Online Vertrieb  
Postfach 100247  
D-76232 Karlsruhe

