

## What is the travel guarantee?

Every year around 8 million journeys are made with Blekingetrafiken. We aim to provide problem-free travel and for customer satisfaction. But sometimes there are delays and sometimes information is incorrect. Since our aim is always to be better, we not only want you to tell us if you find something wrong with our service, we also want to compensate you for your inconvenience. Our travel guarantee applies when travelling with Blekingetrafiken buses, trains, "Färdtjänst" and "Öppen Närtrafik". When travelling to Denmark you can get compensation for delays on the Swedish side.

### For shorter journeys, scheduled travel time less than 60 minutes

If you are delayed by more than 30 minutes you can receive compensation in one of the following ways:

- If you travelled with the delayed bus/train we will give you a voucher for the amount of your ticket price, max 50 kr.
- If you chose to travel in any other way you can be compensated for taxi or car expenses, max 500 kr.
- If you choose compensation for your taxi fare as a voucher we will give you 20% extra.
- You will receive a voucher for car expenses.

### For long trips, scheduled journey time 60 minutes or more, the following applies:

- 50% of the ticket price if you are delayed by 60-119 minutes.
- 100% of the ticket price if you are delayed by 120 minutes or more.
- If you choose compensation as a voucher we will give you 20% extra.

If using a "Period" travel card, whether the trip is short or long, the journey is valued as half the cash price of a single ticket.

When travelling with "Färdtjänst" and "Öppen närtrafik", we guarantee that you will arrive within ten minutes of the agreed time of arrival. This does not apply if you do not have an agreed time of arrival.

The guarantee does not apply when circumstances arise that are beyond our control, for example, when traffic is affected by bad weather, accidents, police roadblocks, strikes, major events or disruptions in electricity supply. We do not compensate for the planned changes in our services that we have informed about in good time on our website, buses, bus stops or in newspapers. No compensation will be made if your journey involves changing buses or trains where there is less than 10 minutes in which to change (unless otherwise stated in the information on our website or in the current timetable).

**How do I get compensation?** Send the completed form, with tickets and receipts attached, within 30 days of the date of delay. You can read more about the travel guarantee on [www.blekingetrafiken.se](http://www.blekingetrafiken.se) or call traffic information on 0455-569 00



Järnvägsstationen | 371 34 Karlskrona  
Trafikupplysning 0455-569 00 | [www.blekingetrafiken.se](http://www.blekingetrafiken.se)

Blekingetrafiken AB  
SVARSPOST  
351029500  
371 20 Karlskrona

No stamp  
required.

Grafisk form: HAPPEND. Foto: Joakim Lennell. Blekingetrafiken Feb 2012

## Travel guarantee



## Application for compensation

(Print clearly)

Name .....  
Address .....  
Postcode ..... City .....  
Telephone daytime .....  
E-mail address .....

### This is how I planned to travel with Blekingeträffiken

Day of travel   -   -    
Year Month Day

Bus no/train

Leaving from

Going to

Scheduled time

Actual time

Scheduled time

Actual time

### If changing

Bus no/train

Departure from

Arriving at

Scheduled time

Actual time

Scheduled time

Actual time

### Describe what happened

.....  
.....  
.....  
.....

### I claim compensation (choose one alternative) Short journeys of under 60 minutes

Voucher, max 50 kr  
 Compensation for taxi, max 500 kr, receipt required.  
From ..... To .....  
 Compensation for car journey, max 500 kr.  
No of kilometres ..... Car registration no .....

Arrival stamp

### Longer journeys, 60 minutes or more

I was delayed more than 60 minutes and claim 50% of the ticket price  
 I was delayed more than 120 minutes and claim 100% of the ticket price

### Payment of compensation

Payment of compensation for short journeys and journeys by car is always made with a voucher. If you choose to take your compensation for long journeys and journeys for taxi as a voucher we will give you 20% extra.

Cheque  
 Money to my bank account

Bank account: (Name of your bank)

My banks clearing number and all digits in my account number

Plusgiro number

Bankgiro account number

### Always enclose:

Valid ticket from Blekingeträffiken in original. If travelling with a period card, attach a copy of the charge receipt or the number of your card.

### If claiming compensation for taxi

Enclose your original taxi receipt. Hand written receipt or credit card receipt is not accepted

(Attach tickets, taxi receipts, etc. here)

I hereby certify that the above information is accurate

Signature .....

Your right to be compensated lapses entirely if you give us incorrect information. Your case is registered in accordance with the Privacy Act. Any questions? Talk to our staff, please call 0455-569 00 or visit our website [www.blekingeträffiken.se](http://www.blekingeträffiken.se). We can help you!

Case number