

## Terms and Conditions – Storebælt Ticket (Private)

### Introduction and definitions

The definitions used are set out in Appendix 1 to these Terms and Conditions. These Terms and Conditions ("the Terms") apply to the Customer's purchase and use of the Storebælt Ticket – a single-use online ticket for private Customers crossing the Storebælt Bridge. The Storebælt Ticket is a Brobizz product for private Customers that functions as a single-use online ticket.

These Terms constitute a consumer contract and must not be used for commercial activities. Should this occur, Brobizz A/S reserves the right to cancel the ticket.

## 1. About Brobizz A/S and the product

### 1.1. The provider

The Storebælt Ticket is provided by Brobizz A/S, CVR no. 31 85 48 22, Vester Søgade 10, 1601 Copenhagen V, email: [info@brobizz.com](mailto:info@brobizz.com), telephone +45 33 44 34 00.

If the Customer experiences problems with their purchase or has questions regarding the Terms and Conditions, the Customer may contact our customer service via:

- Email: [kundeservice@brobizz.com](mailto:kundeservice@brobizz.com)
- Telephone: +45 70 20 70 49
- Post: Vester Søgade 10, 1601 Copenhagen V

### 1.2. Product description

The Storebælt Ticket is an online ticket purchased via the Brobizz website with a one-off payment. Upon purchase, a unique 6-digit ticket number is generated. The ticket is based on automatic number plate recognition technology. It is possible to purchase 1 or 2 trips. The validity period is 30 days from purchase, or until the trips have been used – whichever comes first.

The price of the Storebælt ticket is set based on the express toll rate on the Storebælt Bridge, which is the lowest available price for crossing without a discount. The Customer automatically receives this price without the need for a subscription, a commitment, or the installation of equipment in the vehicle. No further discounts, including weekend, public holiday or evening discounts, are available on the Storebælt ticket.

### 1.3. Supported vehicle types

The Storebælt Ticket can be purchased for the following vehicle types:

- **Class 2 – Standard passenger car:** Vehicle with a total length of over 3 meters and up to and including 6 meters without a trailer. Typical vehicles: standard passenger cars, estate cars and small vans.
- **Class 3 – Car with trailer / large car:** Vehicles with a total length of over 6 meters and a height of under 2.7 meters. Typical vehicles: passenger car with trailer or caravan, long van or pick-up.
- **Motorhomes:** Vehicles classified as motorhomes regardless of size and weight.

**Important:** The Storebælt Ticket applies exclusively to vehicles in classes 2 and 3 and motorhomes as described above. Vehicles such as buses and lorries over 6 metres in length and 2.7 metres in height or more, as well as motorbikes and vehicles with a total length of up to and including 3 metres (Class 1), can-not use the Storebælt ticket and must instead pay at the other payment machines at the Storebælt Bridge. The Storebælt Bridge automatically measures the vehicle's dimensions using sensors at each crossing.

It is the Customer's own responsibility to select the correct vehicle type during the booking process. Brobizz A/S reserves the right to charge the difference, as well as a fee, if the Customer has selected a vehicle class that does not correspond to the vehicle actually used when passing through the toll, cf. clauses 8.1 and 8.2.

#### **1.4. Supported countries**

The Storebælt Ticket can be used by vehicles with number plates from several countries. An up-to-date list of countries whose number plates are supported can be found at any time at [www.Brobizz.com](http://www.Brobizz.com).

## **2. Purchase and booking process**

### **2.1. Access to purchase**

Customers must be at least 18 years old to purchase a Storebælt ticket and must hold a valid payment method accepted by Brobizz A/S.

The online shop is open 24 hours a day but may be closed due to maintenance. We endeavour, as far as possible, to carry out such maintenance during the night.

### **2.2. Information collected at the time of purchase**

In connection with the purchase, the Customer is requested to provide the following:

- Customer name (first name and surname)
- Email address
- Street name
- Postcode and town
- Country
- Telephone number

In addition, the Customer must provide the vehicle's registration number (number plate), country code and vehicle type.

### **2.3. Binding agreement and order confirmation**

Before submitting the order, the Customer has the opportunity to amend the information entered. Once the Customer has entered their payment details and made payment, a receipt will appear on the screen. From that point onwards, the Customer is bound by the agreement. The Storebælt Ticket becomes active no earlier than twenty (20) minutes after the purchase has been completed. The Customer may therefore use the express lanes at the Storebælt Bridge Toll Station no earlier than 20 minutes after payment has been completed.

The Customer will receive an order confirmation by email immediately after the purchase is completed. The Customer will not receive a copy of these Terms and Conditions, but they can be found on the website. We retain concluded agreements, including the Customer's purchase and order confirmation, for a certain period of time, and we recommend that the Customer also saves the order confirmation.

## 2.4. Brobizz A/S's right to cancel the order

Brobizz A/S reserves the right to cancel an order without being liable for compensation or other costs in the following situations:

- The payment details provided are incorrect or cannot be verified.
- The order has been placed with the intention of committing fraud or in connection with a criminal offence or other illegal activity.
- There is reason to believe that the Customer is under 18 years of age.

In the event of cancellation, Brobizz A/S will endeavour to inform the Customer of this as soon as possible.

## 2.5. Communication and emails

In connection with the Customer's purchase and use of the ticket, the Customer will receive the following emails:

1. Purchase receipt (with attached PDF and link to cancellation).
2. When purchasing 2 tickets: a receipt for the completed trip and information that 1 ticket remains.
3. When the ticket(s) has/have been used.
4. Reminder email 5 days before expiry.
5. Refund receipt for a successful refund of the full ticket price (with attached PDF and new credit note number).
6. Refund receipt for a successful refund of the remaining ticket (with attached PDF and new credit note number).
7. Refund receipt for a refund to a new account number due to an inactive card (with attached PDF and new credit note number).

## 3. Using the Storebælt Ticket

### 3.1. How to use the ticket

The Storebælt Ticket is based on automatic number plate recognition. The Customer does not need to present the ticket physically.

When the Customer wishes to use the ticket on the Storebælt Bridge, the Customer must:

1. Place any Bizz in a foil bag before approaching the Payment Infrastructure.
2. Drive in the green express lanes upon arrival at the Payment Infrastructure.
3. Allow the number plate to be read automatically – the barrier will open if there is an active Storebælt Ticket linked to the vehicle's number plate.

**Important:** The ticket must be purchased at least 20 minutes before passing through the Toll Station, as the ticket becomes active no earlier than 20 minutes after purchase, see section 2.3. If the Customer does not have an active product upon passing through, the Customer will not be permitted to pass.

### 3.2. Carrying an active Bizz

If, when passing through the Payment Infrastructure, the Customer has an active Bizz or other similar transceiver in the vehicle that is not stored in a foil bag, there is a risk that the trip will be registered and paid for via that transmitter. In that case, the Storebælt Ticket will not be used for that trip.

It is the Customer's own responsibility to ensure that any Bizz devices or other transceivers are deactivated or properly shielded (e.g. in a foil bag) prior to passage, cf. section 3.1. Brobizz A/S is not liable for double payments or incorrect registration resulting from the Customer's failure to shield an active transmitter.

## **4. Validity and changes**

### **4.1. Validity period**

The Storebælt Ticket is valid for 30 days from the date of purchase or until the booked trip(s) has/have been used – whichever comes first. An unused ticket expires automatically after 30 days.

If a ticket is booked but not used, it will automatically be closed upon expiry, and no further charges will be incurred.

### **4.2. Changes to the ticket**

If the Customer wishes to make changes to the ticket, the ticket must be cancelled in its entirety – that is, one or both trips, depending on what has been purchased – via the link in the confirmation email, and a new ticket must be purchased. It is not possible to change the vehicle's registration number or the number of trips on a ticket that has already been purchased.

## **5. Right of withdrawal and refunds**

### **5.1. Extended right of withdrawal**

The Storebælt ticket is subject to an extended right of withdrawal that goes beyond the statutory 14-day right of withdrawal for consumers.

The Customer may withdraw from the purchase at any time and receive a full refund, provided the ticket has not been used – that is, provided none of the booked trips have been completed. The right of withdrawal thus applies throughout the ticket's validity period (30 days from purchase), but only up to the point at which the ticket is used.

Examples:

- If the Customer has purchased 1 trip and this has not been used, the Customer may withdraw from the entire purchase and receive a full refund.
- If the Customer has purchased two tickets and one has been used, the Customer may cancel the remaining, unused ticket and receive a partial refund equivalent to the cost of one ticket.
- If the Customer has used both tickets, the right of withdrawal lapses in full.

### **5.2. How to exercise your right of withdrawal**

Cancellation must be made exclusively via the link provided in the Customer's order confirmation/confirmation email. When the Customer clicks on the link and confirms their cancellation, this is automatically registered in our system, the ticket is immediately cancelled, and the refund process is initiated without the need to contact customer service.

It is important that cancellation is carried out via this link, as the automatic registration ensures that the ticket is deactivated in the system before any travel takes place. Cancellation cannot be carried out simply by contacting Customer service.

### **5.3. Refund**

Refunds are made to the payment card used for the purchase. When requesting a refund, the Customer must enter the same card details as those used when purchasing the ticket.

If the Customer enters different card details, they will receive an email with a payment form where new card details can be entered, after which the refund will be processed using the new card details.

The refund will be processed without undue delay and will normally appear on the Customer's bank statement within 3–5 banking days, depending on the Customer's bank.

No fees are charged in connection with cancellation and refunds.

The Customer will receive a refund receipt by email once the refund has been processed.

### **5.4. Loss of the right of withdrawal**

The right of withdrawal lapses in the following situations:

- When one or both trips have been used to cross the Storebælt Bridge.
- When the ticket's 30-day validity period has expired.

## **6. Payment methods and prices**

### **6.1. Payment methods**

We accept the following payment methods: Dankort, VISA and MasterCard.

### **6.2. Pricing**

The price of the Storebælt Ticket is set based on the express fare, which is the lowest available price for crossing the Storebælt Bridge. The Customer automatically receives this price without the need for a subscription, commitment or equipment. No further discounts are offered, including weekend, public holiday or evening discounts. The price applicable at any given time is shown on the website at the time of purchase.

### **6.3. Currency and exchange rate risk**

Payment is made in Danish kroner (DKK). If the Customer pays with a card issued in a currency other than DKK, the Customer's card issuer will convert the amount into the Customer's local currency at the time of payment. Brobizz A/S has no influence over the exchange rate used or any exchange fees that the Customer's card issuer may charge. Brobizz A/S accepts no liability for any exchange rate losses or additional fees resulting from currency conversion.

## **7. Liability**

### **7.1. The Customer's liability**

The Customer is liable for all trips made using the Storebælt Ticket. This means that if the Customer has booked two trips via the ticket, but the vehicle passes the Payment Infrastructure three or more times before Brobizz A/S has registered the ticket as completed, the Customer is liable for all three or more trips.

### **7.2. Complaints period**

If the Customer wishes to dispute a payment, this must be done as soon as possible after the payment appears in Brobizz A/S's systems or on the Customer's account statement. Complaints made within 60 days are considered timely.

## 8. Misuse and fraud charges

### 8.1. Misuse of the Storebælt Ticket

It is not permitted to misuse the Storebælt Ticket, including attempting to use the ticket for a vehicle other than the one to which the number plate is registered, or to circumvent the system's number plate recognition in any other way.

### 8.2. Consequences of fraud

If the Storebælt Ticket is used for a crossing with a vehicle other than the one registered on the ticket, or with a vehicle type that differs from the selected vehicle class, the Customer will be charged the price corresponding to the correct vehicle class for the crossing in question, with the ticket price already paid being deducted. In addition, the Customer will be charged an administration fee of DKK 600 for Brobizz's handling of the additional charge.

### 8.3. Termination due to breach

In the event of a material breach by the Customer, including misuse of the Storebælt Ticket, Brobizz A/S may terminate the Agreement with immediate effect and cancel the tickets in question without prior notice.

## 9. Liability

### 9.1. Brobizz A/S's liability

Brobizz A/S's liability for damages towards the Customer is governed by the general rules of Danish law. Brobizz A/S accepts no further liability.

### 9.2. Force Majeure

Brobizz A/S shall not be liable for delays or failure to fulfil obligations if this is due to events beyond Brobizz A/S's reasonable control.

## 10. Communication with the Customer

Brobizz A/S may send service notifications to the Customer via email, letter or SMS to inform the Customer of relevant local conditions, or when the traffic situation, safety considerations or other special circumstances, in Brobizz A/S's assessment, justify such communication.

## 11. Right of complaint

If a solution cannot be found through our customer service, the Customer may lodge a complaint with the Centre for Complaint Resolution, Nævnenes Hus, Toldboden 2, 8800 Viborg, provided the conditions for doing so are met. The complaint may be submitted via [www.forbrug.dk](http://www.forbrug.dk). When submitting a complaint, the Customer must provide our email address: [kundeservice@Brobizz.com](mailto:kundeservice@Brobizz.com).

The European Commission's online complaints portal may also be used to submit a complaint – particularly relevant for Customers residing in another EU country: <http://ec.europa.eu/odr>. When submitting a complaint, the Customer must provide our email address: [kundeservice@Brobizz.com](mailto:kundeservice@Brobizz.com).

## 12. Invalidity

Should one or more of the provisions of these Terms and Conditions be declared wholly or partially invalid, the remaining provisions shall remain in full force and effect.

### **13. Jurisdiction and governing law**

The Agreement is governed by Danish law, unless otherwise required by mandatory consumer protection rules applicable in the country where the Customer is resident. Disputes shall be settled at the Customer's place of residence.

Enquiries to Brobizz A/S may be made by telephone on 70 20 70 49 or in writing to Brobizz A/S, Vester Søgade 10, 1601 Copenhagen V, or at [kundeservice@Brobizz.com](mailto:kundeservice@Brobizz.com). For further information, please refer to [www.Brobizz.com](http://www.Brobizz.com).

## **Appendix 1: Glossary**

"The Storebælt Ticket" is the term used for one or two trips using the automatic number plate payment system on the Storebælt Bridge. The ticket may only be used for crossing the Storebælt Bridge.

"Number plate payment" refers to the automatic number plate registration that takes place when passing through the Storebælt Bridge toll system, enabling the Operator to identify the vehicle and record the Customer's trip.

"The Agreement" refers to these Storebælt Ticket Terms and Conditions for private Customers.

"Toll Station" refers to the Storebælt Bridge's Toll Station, including the green express lanes where number plate payment takes place.

"The Customer" is Brobizz A/S's contracting party under the agreement.

"Operator" means A/S Storebælt (CVR 10634970), which operates and manages the Storebælt Bridge and its payment system.