



DB Event Ticket as a Online Ticket

Step-by-Step Instructions

DB Vertrieb GmbH | Event Ticket | 2019

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 this ticket until shortly before your train departs.
- ✓ You can print tickets out or upload them to 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:

- Use the travel button redirected to the event organiser's page to book your Event Ticket.
- On the first page, please enter the journey you would like to book.
- Continue with the booking by clicking "Search".

Step 2:

- Enter your selected departure and arrival stations.
- When you click the field with the date, the system opens a calendar with all the possible days of travel based on when the event is taking place.
- Choose in which class you would like to travel.
- An Event Ticket can cover 5 people travelling together. Please note that the system issues only one ticket by default in such a situation. If you require individual tickets for each traveller, you need to complete one booking per ticket.

How to book your Online-Ticket

Step 3:

Search ✓ Select Ticket & reservation Payment Check & book Confirmation

Frankfurt(Main)Hbf → Berlin Hbf Dep: 08:00
 Berlin Hbf → Frankfurt(Main)Hbf Dep: 15:00

1 adult, 2nd class

Change

frequent questions

- > What is specific-train booking?
- > Why can't I find my transport-association ticket on bahn.de?

Outward journey on 04.07.19 Print view

Station/Stop	Time	Duration	Chg.	Products	Demand	Flex offers	Your price
^ Earlier							
Frankfurt(Main)Hbf Berlin Hbf (tief)	08:14 12:24	4:10	1	ICE		132,00 EUR	54,90 EUR
<input type="checkbox"/> Show details							Return journey
Frankfurt(Main)Hbf Berlin Hbf (tief)	08:14 12:29	4:15	0	ICE		132,00 EUR	54,90 EUR
<input type="checkbox"/> Show details							Return journey
Frankfurt(Main)Hbf Berlin Hbf (tief)	09:02 12:55	3:53	0	ICE		132,00 EUR	54,90 EUR
<input type="checkbox"/> Show details							Return journey
> Show details for all							
v Later							
Change query				Environmental Mobility Check			

- Select your preferred connection for the outbound journey and continue the booking process by clicking "Return journey" (even if the system does not display an Event Ticket).
- You can book tickets up to 6 months in advance.

How to book your Online-Ticket

Step 4:

Search ✓ Select Ticket & reservation Payment Check & book Confirmation

Frankfurt(Main)Hbf → Berlin Hbf (tief) Dep: 08:14
 Berlin Hbf → Frankfurt(Main)Hbf Dep: 15:00

1 adult, 2nd class

Change

frequent questions

- > What is specific-train booking?
- > Why can't I find my transport-association ticket on bahn.de?

Return journey on 06.09.19 Print view

Station/Stop	Time	Duration	Chg.	Products	Flex offers	Your price
<div style="text-align: center;"> ^ Earlier Price for all passengers including discounts, Outward and return journey* </div>						
Berlin Hbf (tief) Frankfurt(Main)Hbf	15:04 19:40	4:36	0	ICE	270,50 EUR	109,80 EUR
					Flex offers	All offers
Berlin Hbf (tief) Frankfurt(Main)Hbf	15:27 19:44	4:17	0	ICE	270,50 EUR	109,80 EUR
					Flex offers	All offers
Berlin Hbf (tief) Frankfurt(Main)Hbf	15:37 19:44	4:07	1	ICE	270,50 EUR	90,80 EUR
					Flex offers	All offers

> Show details for all Later

Back Environmental Mobility Check

- Select your preferred connection for the return journey and continue the booking process by clicking "All offers" (even if the system does not display an Event Ticket).
- You can book tickets up to 6 months in advance.

How to book your Online-Ticket

Step 5:

Search ✓ Select Ticket & reservation Payment Check & book Confirmation

Frankfurt(Main)Hbf → Berlin Hbf (tief) Dep: 08:14
 Berlin Hbf (tief) → Frankfurt(Main)Hbf Dep: 15:27

1 adult, 2nd class
 > Show details

frequent questions
 > What is specific-train booking?
 > Why can't I find my transport-association ticket on bahn.de?

Price for all travellers*

2. class	2. class	2. class	2. class
Veranstaltungsticket Outward and return journey ! Train-specific travel ! Cancellation before and on first day of validity 19,00 EUR. ! Valid only in connection with an entry ticket or similar ✓ City-Ticket included > Show condition details	Veranstaltungsticket Flex Outward and return journey ✓ Unrestricted choice of trains ! Cancellation before and on first day of validity 19,00 EUR. ! Valid only in connection with an entry ticket or similar ✓ City-Ticket included > Show condition details	Super Sparpreis Outward and return journey ! Train-specific travel ! Cancellation excluded ! No City-Ticket > Show condition details	Flexpreis Outward and return journey ✓ Unrestricted choice of trains on day of travel ✓ Cancellation before first day of validity free. ✓ City-Ticket included > Show condition details
<input type="radio"/> 109,80 EUR	<input checked="" type="radio"/> 149,80 EUR	<input type="radio"/> 185,80 EUR	<input type="radio"/> 270,50 EUR

Back Hide further offers Continue

- Depending on the specific offer, the Event Ticket is available for travel in first and second class.
- Select your preferred offer and click "Continue".

How to book your Online-Ticket

Step 6:

Ticket and reservation

How would you like to receive your ticket?

Digital ticket
Save it as a PDF or load it in the DB Navigator app

Please note:

- Only valid for the passenger stated (and accompanying passengers if applicable). Not transferable. You must present your ID to the ticket inspector on the train.

Our tip: reserve a seat now. [Questions concerning reservation?](#)

Reservation of 1 seat **9,00 EUR**

Where do you wish to sit?

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		

Proceed

Your journey

Outward journey Th, 04.07.2019
08:14 Frankfurt(Main)Hbf
12:29 Berlin Hbf (tief)

Outward journey Fr, 06.09.2019
15:27 Berlin Hbf (tief)
19:44 Frankfurt(Main)Hbf

Prices

Ticket, 2. class	149,80
1 Adult	
Reservation	9,00
City-Ticket	incl.
Outward journey	
Outward journey	
Total	158,80 EUR

- Choose whether you want an online ticket and enter your seating preferences.
- If you purchase a first class ticket, seat reservations are already included in the ticket price.
- Confirm your selection by clicking "Continue".

How to book your Online-Ticket

Step 7:

We searched for free seats for you

Outward journey: Th, 04.07.2019

08:14 Frankfurt(Main)Hbf → 12:29 Berlin Hbf (tief) ICE 694

Reserve requested seat > Select seat

Compartment type: any ✓ Location of the seat: any ✓ Area: any ✓

- This page shows you the seats you have reserved for the outward journey.
- By clicking "Show seats", you have the option of changing the selection and choosing a different seat.

Step 8:

Return journey: Fr, 06.09.2019

15:27 Berlin Hbf (tief) → 19:44 Frankfurt(Main)Hbf ICE 693

Reserve requested seat > Select seat

Compartment type: any ✓ Location of the seat: any ✓ Area: any ✓

Back Proceed

- This page shows you the seats you have reserved for the return journey.
- By clicking "Show seats", you have the option of changing the selection and choosing a different seat.
- Confirm your selection by clicking "Proceed".

How to book your Online-Ticket

Step: 9

Please enter your payment details

Who will use the ticket?

Address of passenger >

Company: **Buchungscient Veranstaltungsticket**

Salutation: Title:

First name* Surname*

E-mail*

Street, number Postcode/ZIP Town/city

Country: Telephone 2

Telephone 1 Fax

Your journey ⓘ

Outward journey Th, 04.07.2019
08:14 Frankfurt(Main)Hbf
12:29 Berlin Hbf (tief)

Outward journey Fr, 06.09.2019
15:27 Berlin Hbf (tief)
19:44 Frankfurt(Main)Hbf

Prices ⓘ

Ticket, 2. class 149,80
1 Adult

Reservation 9,00
Outward journey: 1 seat
Return journey: 1 seat

City-Ticket incl.
Outward journey
Outward journey

Total 158,80 EUR

- Enter your personal details. Fields marked with a red asterisk are mandatory.
- Read and accept the terms and conditions for purchasing online tickets and tick the relevant box to acknowledge the information provided.

How to book your Online-Ticket

Step 10:

How would you like to pay?

Credit card Free

Credit card number

Expiry date Card verification numb

[Where do I find the card verification number on my card?](#)

Anything else we should consider?

Voucher (7-digit code)
 e.g. received as a gift or compensation for a delay, etc.)

e-coupon (8-digit code)
 e.g. promotion

Collect bahn.bonus points. ?

Back
Continue

- You must pay with a personal credit card.
- If applicable, you can redeem a travel voucher (e.g. one issued to make up for a delay).
- If you would like to collect BahnBonus points, tick the relevant box and enter the number of your BahnCard, BahnCard Business, BahnBonusCard or BonusCard Business.
- Confirm your selection by clicking "Continue".

How to book your Online-Ticket

Step 11:

Check your booking.

Your travel details

Your outward journey

Frankfurt(Main)Hbf	Th, 04.07.2019	08:14	ICE 694	1 seat in the 2. class
Berlin Hbf (tief)		12:29		Any compartment, Any seat position, Any zone

Your return journey

Berlin Hbf (tief)	Fr, 06.09.2019	15:27	ICE 693	1 seat in the 2. class
Frankfurt(Main)Hbf		19:44		Any compartment, Any seat position, Any zone

Your selected offer > Terms and conditions of offer

Ticket, 2. class	1 Adult Frankfurt(Main)+City - Berlin+City, Outward journey Veranstaltungsticket Flex Berlin+City - Frankfurt(Main)+City, Return Journey Veranstaltungsticket Flex	149,80 EUR
Reservation	Outward Journey: 1 seat Return Journey: 1 seat	9,00 EUR
City-Ticket	At the place of departure and destination of your journey	Incl.
Train fare		158,80 EUR

Delay alarm ⓘ

The existing agreement between your employer and Deutschen Bahn AG on the use of DB Online applies.

€ Total	158,80 EUR
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Back
Cancel booking
Buy now

- Before completing your booking, please check your selection.
- If you want, you can deactivate the delay alarm. When the alarm is deactivated, the system will not send you an e-mail informing you if your train is not running on schedule.
- Complete the booking by clicking "Buy now".
- Your booking will then be confirmed and you will have the option of printing your Online-Ticket.
- In addition, you will receive a confirmation e-mail that includes your Online-Ticket as a PDF file attachment.

How to refund your Online-Ticket

Step 12:

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 links 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.

- Please select the „bahn.de“ homepage. You will find there information concerning „Exchange or cancellation“.
- By clicking this button, you will lead automatically to the next page.

How to refund your Online-Ticket

Step 13:

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, a breadcrumb trail reads 'Home → Booking Information → Exchanging or cancelling tickets and seat reservations'. The main content area is titled 'Exchanging or cancelling tickets or reservations' and is divided into two columns: 'With a "My Bahn" customer account' and 'Without a "My Bahn" customer account'. The 'Without a "My Bahn" customer account' section contains the 'Order search' button, which is highlighted with a red box. Below this, the 'Order search' form is displayed, also with a red box around it. The form includes fields for 'Order Number', 'Surname of the passenger', and 'Verification code*'. A sample verification code '4dNht' is shown with a red 'X' over it. 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“
- Please select in the next step, if you wish to exchange or cancel your ticket.

Contact us



If you have any questions about the booking process, our Service Centre will be happy to help (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)

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