

## FAQ - Frequently asked questions Deutschlandticket JugendBW for pupils

**From January 1, 2024, only digital tickets, i.e. cell phone tickets or chip cards, may be used for journeys throughout Germany.**

### ORDER, RUNTIME, TICKET TYPE

- **Where can I buy the Deutschlandticket JugendBW for school pupils?**

You can buy the Deutschlandticket JugendBW as a cell phone ticket in the Studi-Web-Shop at [studis.naldo.de](https://studis.naldo.de).

Please register once, you will then receive a confirmation link which you must activate within three days. Only then will you be able to purchase the Deutschlandticket JugendBW. (Please note: The access data for the mobile ticket store in the naldo app and the online ticket store for day tickets at [tagestickets.naldo.de](https://tagestickets.naldo.de) cannot be used for the naldo customer portal).

You can buy the Deutschlandticket JugendBW if you are enrolled at one of the following universities:

- Eberhard Karls University of Tübingen
  - Reutlingen University (from 1.12.2023)
  - Rottenburg University of Applied Sciences for Forestry (from 1.12.2023)
  - Albstadt-Sigmaringen University of Applied Sciences - Technology, Economics, Computer Science, Life Sciences (from 1.12.2023)
  - University of Church Music of the Protestant Church in Tübingen
  - University of Church Music of the Diocese of Rottenburg-Stuttgart (Rottenburg site)
  - Steinbeis Global Institute Tübingen
  - Reutlingen Knowledge Foundation
  - Protestant University of Applied Sciences Ludwigsburg, Reutlingen Campus
- **From what age can I register in the subscription customer portal?**  
Registration in the Studi-Web-Shop is possible from the age of 16. No orders can be placed for third parties.
  - **How does the mobile ticket work?**  
You will receive a retrieval code for the Wohin-Du-Willst-app by e-mail **no earlier than five days before** the start of the validity period. You can use this code to activate your ticket in the "My tickets" section under "Add subscription already purchased". If you order during the current month, the retrieval code will be sent to you by e-mail no later than 48 hours after ordering. For all universities where the proof must be checked by the Abocenter, the e-mail will only be sent once the Abocenter has checked your details. This can take 2-4 days. Incidentally: The code can be reused if you change devices. You only need mobile data volume to activate the mobile ticket, after which you can travel offline.

The Print@Home ticket is also available in the subscription customer portal.

- **How does the Print@Home ticket work?**  
You can download a Print@Home ticket at any time (from five days before the start of the validity period or at the latest after twelve hours if you order during the validity period) under the menu item "View previous purchases". For all universities where the Abocenter has to check the proof, the Print@Home ticket will only be available for download once the Abocenter has checked your details. This can take 2-4 days.
- **How long is the Deutschlandticket JugendBW valid for?**  
The JugendticketBW is valid for exactly one semester and depends on the official semester duration of the respective university. Summer semester: March 1 - August 31 or April 1 - September 30; winter semester: September 1 - February 28 or October 1 - March 31.  
The Deutschlandticket JugendBW for students can be purchased up to and including the semester in which you turn 27.
- **Which payment methods are possible?**  
Payment can be made by SEPA direct debit.
- **How can I deactivate my customer account in the Studi webshop?**  
Please note that you will no longer be able to place orders if you deactivate your customer account in the subscription customer portal. If you would like to deactivate your account or have further questions, please contact the subscription centers listed above.

## CONTACT PERSON

- **Who can I contact if I have questions about my order?**  
c/o Regionalverkehr Alb-Bodensee GmbH (RAB)  
Karlstraße 31-33, 89073 Ulm  
Phone: 0731/1550-0, Fax: 0731/1550-28160  
E-mail: abo-sued@naldo.de  
Montag - Freitag von 8.00 - 18.00 Uhr

## TARIFF

- **Where exactly is the Deutschlandticket valid?**  
The Deutschlandticket is valid around the clock, seven days a week on local public transport (2nd class) throughout Germany (not on long-distance services: ICE, IC, EC, long-distance bus). Intercity trains on the Gäubahn (KBS 740 - Stuttgart-Singen), which can also be used with the Deutschlandticket, are excluded.  
An official photo ID must be carried.
- **Carry-on regulations and transferability**

The Deutschlandticket JugendBW is a personal ticket that is not transferable. It is only valid for 2nd class.

- **Inspection**

The passenger in whose name the Deutschlandticket JugendBW was purchased must be able to identify themselves at a ticket inspection with an official photo ID (issued by a public authority). To ensure that the Deutschlandticket JugendBW can only be used by the authorized person, the name and date of birth of the user and the university as well as the contact details of the responsible Abocentre and the subscription number are stated on the ticket.

- **What happens if I cannot present a valid cell phone ticket (e.g. battery empty, display defective, etc.) or have forgotten my chip card?**

In this case, it is not possible for our ticket inspectors to check whether you have a valid ticket. You will therefore initially be charged an increased fare. However, if you provide proof of the correct ticket purchase within one week (e.g. by sending the Print@Home ticket), the increased fare will be reduced to seven euros.

- **Can I take my bike on buses and trains and how much does it cost?**

Bicycles can be taken free of charge on all naldo trains from Monday to Friday before 6 a.m. and after 9 a.m. and all day on Saturdays, Sundays and public holidays. It is not possible to take bicycles on the Ammertalbahn in the direction of Tübingen from 6 am to 9 am on Mondays to Fridays.

Bicycles can only be taken on buses if this is indicated in the timetable by the bicycle symbol or if the transport company has announced this in the usual way. Bicycles can be carried free of charge from 8 p.m. until 5 a.m. the following day. Bicycles can be transported on RegioBuses X2, X3, X7 and 500. Bicycles can be carried free of charge from Monday to Friday before 6 a.m. and after 9 a.m. and all day on Saturdays, Sundays and public holidays. It is not possible to take bicycles on the RegioBuses X340, 600 and 800. Bicycles can also be taken free of charge on the special leisure buses with bicycle transport that run on the naldo during the summer season.

If bicycle transportation is not free of charge, a bicycle ticket must be purchased for each bicycle (price: single child ticket or child day ticket). Alternatively, a group day ticket can be purchased for up to five bicycles (Monday to Friday from 8.30 a.m.). If possible, you can make use of the "take-along" regulation. There is no entitlement to the transportation of bicycles. Priority is given to the transportation of baby carriages and wheelchairs. Only one bicycle per person may be carried. Groups with six or more bicycles must be registered with the transport company.

- **What does my dog cost?**

We transport your dog free of charge within the entire naldo network.