

FAQ – Frequently Asked Questions

Online ticket shop at www.naldo.de and mobile tickets in the naldo app (naldo Bus&Bahn)

REGISTRATION, LOGIN AND ACCOUNT

- **What is the minimum age for registering with the online ticket shop or the naldo app?**

You can only register in the online ticket shop at <https://rsv.naldo.de>, <https://rab.naldo.de> and <https://tuebus.naldo.de>, or in the naldo app, if you are at least 18 years old. This is a requirement set by LogPay, the financial service provider for these ticket shops.

- **How do I register?**

Once you have successfully installed the naldo app, open it and register via the 'Profile' menu item in the ticket shop. You will need to select one of the three ticket shop operators: Reutlinger Stadtverkehr GmbH, Tübus GmbH or Regionalverkehr Alb-Bodensee GmbH. This company is your contractual partner and the point of contact for any queries regarding this sales channel. Generally speaking, your account (email address and password) can be used automatically for both shops. **Advantage: Tickets purchased online are automatically displayed in the naldo app, and vice versa!**

- **How do I deactivate my account?**

Please note that if you deactivate your account, you will no longer be able to access the online ticket shop or the ticket shop in the naldo app. Valid tickets will then no longer be accessible to you. If you wish to deactivate your account or have any further questions, please contact your respective customer contract partner as follows:

- Reutlinger Stadtverkehr GmbH <https://reutlinger-stadtverkehr.de/kontakt>
- TüBus GmbH > tuebus@naldo.de or
- Regionalverkehr Alb-Bodensee GmbH > rab@naldo.de

TICKET DELIVERY

- **What is a Print@Home ticket?**

Print@Home tickets can be printed on your own printer immediately after ordering. They are only valid in paper form; in other words, Print@Home tickets displayed on the screen of a mobile device (smartphone, tablet) are not valid.

- **What is a mobile ticket?**

Mobile tickets can be purchased via the naldo app and then displayed on your mobile phone via the naldo app. You can purchase naldo tickets valid across the network, connecting tickets and RSV tickets with re-entry via the 'Product Range' option in the naldo app, or to purchase fare categories 1–5, city fares and RSV tickets with re-entry (the latter coming soon) directly from the calculated timetable information.

- **Which tickets can I purchase as mobile tickets?**

At present, you can purchase the following fare products as mobile tickets:

- Einzelfahrschein Kind, Erwachsener (Single tickets for children and adults, from the calculated journey and fare band 5 via the 'Assortment Purchase' option)
 - Tagesticket Kind, Erwachsener, Gruppe (Day tickets for children, adults and groups, from calculated journeys and fare category 5 via the product range)
 - RSV-Einzelfahrschein Kind, Erwachsener (RSV single tickets for children and adults with a re-entry option, product range, **not yet available from calculated journeys**)
 - Anschlussfahrtscheine (Connecting journey tickets, purchased as part of a ticket bundle)
- **Which tickets can be purchased as Print@Home tickets?**
The same fare products can be purchased as Print@Home tickets in the online ticket shop as in the app.

TICKET USE

- **Why are Print@Home tickets/mobile tickets only valid in conjunction with an official photo ID?**
The passenger who has purchased the ticket for themselves or for other travelling companions (e.g. a group day ticket) must be present for the entire journey and must be able to present a valid photo ID (issued by a public authority) during any ticket inspection. To ensure that these tickets can only be used by the authorised person, the user's name and date of birth are displayed on the ticket. If a passenger purchases personalised tickets for other travelling companions, they too must be able to present a valid photo ID. Children and young people must carry a comparable form of identification (e.g. a school ID card). If no school ID card has been issued, the requirement to provide proof of identity does not apply to children and young people under the age of 16.
- **Can I also buy Print@Home tickets/mobile tickets in advance?**
Yes, for single tickets and day tickets, you can select the validity date. The advance booking period for these is 31 days. RSV tickets with re-entry and connecting tickets can also be purchased in advance. It will soon be possible to purchase RSV tickets directly from the calculated journey.
- **Can I also buy Print@Home tickets/mobile tickets for third parties?**
When purchasing via the naldo app, the registered user must always be travelling on the journey. However, they can also buy tickets for several fellow passengers. The situation is different in the online ticket shop, where the registered user can buy tickets for third parties without having to be present on the journey. As a general rule, when buying tickets for third parties, these must be personalised by providing their first name, surname and date of birth.

- **Can I buy several tickets at the same time?**
Yes, that's possible!
- **As a customer, can I cancel mobile tickets purchased via the naldo app or Print@Home tickets?**
No. Mobile tickets or Print@Home tickets cannot be cancelled, exchanged or refunded.
- **Can I make a purchase without registering?**
No, this is not currently possible.
- **Where can I find my naldo mobile ticket after purchase?**
After purchase, your mobile ticket is loaded directly into the naldo app. You can find your current and future mobile tickets under 'My Tickets'. Currently valid tickets are also displayed directly on the app's home screen. Tickets purchased online are automatically displayed in the naldo app, and vice versa!
- **When does my purchased naldo mobile ticket become valid?**
All tickets are valid from the date entered. RSV tickets will also soon be available for purchase as part of the calculated journey.

NALDO BUS&BAHN APP

- **Which mobile operating systems is the naldo app available for?**
The naldo app is available for iOS and Android. You can find it in the respective app stores.

PAYMENT PROCESSING

- **What payment methods are accepted?**
You can choose between PayPal, credit card payment and SEPA direct debit.

- **When is the order amount debited?**

With direct debit, the amount is debited once a day. This means that if you place several orders on the same day, you will be charged the total amount for that day.

With credit card payments, the amount is debited per order. This means that if you place several orders in one day, the individual amounts will be charged to your credit card account. When paying via PayPal, transactions are processed in real time and each transaction is booked separately.

- **Who is LogPay Financial Services GmbH?**
LogPay Financial Services GmbH is our service provider responsible for the entire payment processing in the naldo app and online ticket shop.
- **What does MasterCard SecureCode or Verified by Visa mean when paying by credit card?**

If your payment service provider or the bank that issued your card supports the '3D Secure procedure' (Verified by Visa / MasterCard® SecureCode™), this is applied to credit card payments to enhance security against fraud. If this is the case, you will be automatically redirected to the bank's website to complete the payment. If your payment service provider does not support the 3D Secure procedure or does not consider it necessary to carry out the 3D Secure procedure, the verification will not take place. Please contact the card-issuing bank if you have any questions regarding the 3D Secure procedure.

- **How do I obtain a receipt for my Print@Home tickets or mobile tickets, for example for my employer?**

Whenever you purchase a ticket, you can use the 'Download invoice' button to print out an invoice in PDF format as proof of purchase. This proof does not entitle you to travel!

TICKET INSPECTION

- **What happens if I cannot show my valid mobile ticket (e.g. flat battery, faulty screen, etc.)?**

In this case, our ticket inspectors cannot verify whether you have a valid ticket. You will therefore initially be issued with an increased fare. However, if you can provide proof of the correct ticket purchase within one week, the increased fare will be reduced from 60 euros to seven euros. Please contact your respective customer service partner for this:

- **Do I need an internet connection to access my ticket, for example during a ticket inspection?**

A strong initial connection is required solely for registration. Once you have downloaded the ticket or mobile ticket, no internet connection is required. You do not need to be online to display your ticket.

- **When is the latest I can buy a mobile ticket?**

You must purchase your mobile ticket before boarding the vehicle.

FARE

- **How long is my day ticket valid for?**

Day tickets are valid until 5.00 am the following day.

- **I'd like to take my bike with me. What do I need to bear in mind?**

- **On the train**

On all naldo rail routes, bicycles can be carried free of charge on Mondays to Fridays before 6.00 am and after 9.00 am, as well as all day on Saturdays, Sundays and public holidays. On the Ammertalbahn (RB63, Herrenberg – Tübingen), the 06.49 train from Herrenberg towards Tübingen is generally closed to bicycles from Monday to Friday.

- **On buses**

Bicycles may only be carried on buses if this is indicated in the timetable by the bicycle symbol or has been announced by the transport operator in accordance with local practice. In such cases, bicycles may be carried free of charge from 8.00 pm until 5.00 am the following day. Bicycles can generally be carried on the RegioBus routes X3, X7 and X340, as well as on the DonauBodensee RegioBus (500) and X2, where there are a few exceptions, which are noted in the timetable. On the DonauBodensee RegioBus in particular, e-bikes and pedelecs cannot be carried. On the RegioBus X82, bicycles can be carried from 6.30 pm Monday to Friday, and around the clock on Saturdays, Sundays and public holidays. On all RegioBus services, carrying a bicycle is free of charge from Monday to Friday before 6.00 am and after 9.00 am, as well as all day on Saturdays, Sundays and public holidays. Bicycles cannot be carried on the RegioBus 600 and 800 services. On the special leisure buses that operate on the naldo network during the summer season and allow bicycles on board, carrying a bicycle is also free of charge.

Where bicycle transport is not free of charge, a bicycle ticket (price: single ticket for children or day ticket for children) must be purchased for each bicycle. Alternatively (Monday to Friday from 8.30 am), a group day ticket can be purchased for up to five bicycles. Further information on carrying bicycles: www.naldo.de

- **Is it possible to purchase mobile tickets for 1st class?**

Yes, for travel in 1st class, a child's single ticket or a child's day ticket can be purchased to supplement your existing ticket as a mobile ticket or a Print@Home ticket.