

FAQ

JugendticketBW for students

PURCHASE AND DURATION

- **Where can I buy the JugendticketBW?**

You can order the JugendticketBW in the online ticket shop at tickets.naldo.de as an online ticket (Print@Home-Ticket), provided you are enrolled at one of the following universities: University of Tübingen, Tübingen University of Sacred Music, Rottenburg University of Sacred Music, Steinbeis Global Institute Tübingen, Knowledge Foundation Reutlingen.

The new ticket shop is currently not activated yet for students of Reutlingen University, University of Applied Forest Sciences Rottenburg and Albstadt-Sigmaringen University. We are working intensely to ensure that these universities are technically connected as quickly as possible.

The purchase of the ticket as paper ticket is possible at the ticket offices (travel centers/agencies) of Deutsche Bahn, Stadtverkehr Tübingen, Stadtverkehr Reutlingen, SWEG and Groß in the naldo-area. The JugendticketBW can be obtained up to and including the semester in which you turn 27 years old.

- **I am enrolled at two universities in two transport associations at the same time. Where can I get the JugendticketBW?**

You buy the JugendticketBW in the association in which you live ("home association"). You will then be reimbursed the solidarity contribution of the neighboring association upon request. To do this, write an e-mail to studis@naldo.de and attach a photo of your student IDs, an official photo ID and a copy of your JugendticketBW to the e-mail.

- **From what age can I register in the customer portal?**

Registration in the customer portal is possible for students aged 16 and over. A purchase for third parties is not possible.

- **What means of payment are possible when buying the Print@Home ticket?**

Payment is possible via SEPA direct debit. The solidarity contribution will be deducted from the ticket price.

- **Who do I contact if I have questions about the purchase?**

Regionalverkehr Alb-Bodensee GmbH (RAB)

Karlstraße 31-33

89073 Ulm

Phone: 0731/1550-0

Fax: 0731/1550-28160

E-Mail: servicecenter@dbregiobus-rab.de

Internet: meine-rab.de

- **What proofs do I have to provide?**

You need an official photo ID when buying a ticket as well as the student ID with the imprint of the currently valid semester. The official photo ID must also be carried with you during the journey.

- Students of the University of Tübingen hand in the "Certificate of study for the semester ticket". It can be downloaded online and printed out by the students.
- Students of the universities of Reutlingen, Albstadt-Sigmaringen and Rottenburg submit an online matriculation certificate.
- Students of the universities of Sacred Music hand in a matriculation certificate.
- Students of the Knowledge Foundation and the Steinbeis Globale Institute hand in the certificate issued by the institute.

Paper tickets are only valid with a signature.

- **How long is the JugendticketBW valid?**

The JugendticketBW is valid for exactly one semester and depends on the official semester duration of the respective university.

- Summer semester: March 1 to August 31 or April 1 to September 30
- Winter semester: September 1 to February 28 or October 1 to March 31

- **How do I deactivate my customer account in the online ticket shop?**

Please note that once you deactivate your customer account in the online ticket shop, you will no longer be able to place any orders. If you would like to deactivate your account or if you have any further questions, please contact the RAB mentioned above.

LOSS

- **What happens if I lose my ticket?**

The online ticket can be replaced free of charge. Paper tickets cannot be replaced.

TARIFF

- **Where exactly is the JugendticketBW valid?**

The JugendticketBW is valid for the summer and winter semester around the clock, seven days a week on local public transport (2nd class) throughout Baden-Württemberg (not on long-distance transport such as ICE, IC, EC, long-distance bus). Excluded are registration trips with a special tariff, and the IC on the Neckar-Alb-Bahn (KBS 760) cannot be used. An official photo ID must be carried with you.

- **Take-along regulation and transferability:**

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

- **Can I take my bike on the bus and train and how much does it cost?**

Bikes can be taken free of charge on all rail routes in the naldo from Monday to Friday before 6 a.m. and after 9 a.m. as well as on Saturdays, Sundays and public holidays all day long. On the Ammertalbahn, there is a restricted time for taking bikes from Monday to Friday from 6 a.m. to 9 a.m. in the direction of Tübingen, meaning that bikes are generally not allowed to be taken along.

Bikes can only be taken on the buses if this is indicated in the timetable by the bike symbol or has been announced by the transport company as is customary in the area. Bikes can be taken along free of charge from 8:00 p.m. to 5:00 a.m. the following day. Bikes can be taken on the RegioBuses X2, X3, X7 and 500. Bikes can be taken free of charge Monday to Friday before 6 a.m. and after 9 a.m. as well as on Saturdays, Sundays and public holidays all day long. Bikes cannot be taken on the

RegioBuses X340, 600 and 800. In the special leisure buses with bike transport, which operate during the summer season in the naldo area, bike transport is also free of charge.

If the bike is not free of charge, a bike ticket (price: single ticket for children or day ticket for children) must be purchased for each bike. Alternatively (Monday to Friday from 8.30 a.m.) a day ticket for groups can be purchased for up to five bikes. If possible, the take-along regulation can be used. There is no entitlement to the carriage of bikes. The carriage of prams and wheelchairs has priority. Only one bike may be taken per person. Groups with six or more bikes must be registered with the transport company.

- **How much does my dog cost?**

We transport your dog free of charge.