Chill out – take a trip down south.

Discover lots of great new places – like Cuxhaven. With your ProfiTicket and the HVV expansion southwards.

Welcome aboard!

What’s new?

As of 15.12.2019 the HVV area has 3 new fare rings: F, G and H. These include most of the rail services operating in the rural districts of Cuxhaven, Heidekreis, Lüchow-Dannenberg, Rotenburg (Wümme) and Uelzen.

If you are interested in a ProfiTicket for these areas, just get in touch with the ProfiTicket contact person in your company. You can find all you need to know about the new fare rings under hvv.de/en.

How do I get started?

Your ProfiTicket is only valid in combination with a currently valid photo ID. If a ticket inspector asks you to show him your ticket, you must show your ProfiTicket together with a photo ID. The ProfiTicket must not be sealed into a laminated sheath – then it becomes invalid.

Your ProfiTicket is valid 24/7 as soon as you have signed it with your first name and family name.

With any kind of ProfiTicket: at weekends and on bank holidays, you can take 1 other person and up to 3 children (aged 6–14) with you free of charge on the whole network A–H. When exactly is that? From Saturdays 0.00 to the close of services on Sunday (= Monday morning 6 am).

How do I get even more out of it?

Do you want to use the Sprinter buses or the 1st class on trains with a 2nd class ProfiTicket? No problem. Just buy an upgrade ticket from the bus driver or at a ticket machine for each journey.

You can also explore fare rings A–F Mondays to Fridays too: just buy a supplementary ticket for the extra rings for the journey each way.

What act with a control without ProfiTicket?

The ticket inspector will first of all issue you with a notice to pay the increased fare of € 60, but don’t worry! If you contact the ProfiTicket Team under 040-3918 3900 within four days we will clear things up in no time and you only need to pay a handling fee of € 3.50.

What other advantages do I have?

As a ProfiTicket holder, you get attractive special conditions with our mobility partners cambio, Getaround, SHARE NOW, switchh and StadtRAD.
What should I do if …?

... I have lost my ProfiTicket?
Notify the loss to the ProfiTicket contact person in your company. They will take care of getting you a replacement ticket as soon as possible. Your company decides whether they charge a fee (up to a maximum of € 15) for this. If notice has already been given that the ProfiTicket will be terminated, the declaration of loss can no longer be accepted.

... my name changes?
Just inform your employer of your new name; they will then issue a new ProfiTicket free of charge.

... I am off sick for a long time?
If you were in hospital, on a convalescent cure or confined to bed for longer than 3 weeks, the fare money for that time will be refunded to you. Get the doctor to give you a medical certificate proving this and simply speak to your employer. If you are ill for so long that the end of the period of validity is reached when your salary stops being paid, the ProfiTicket must be returned.

What should I do with my all-year season ticket?
Just give your ProfiTicket contact person the customer number of your HVV all-year season ticket – HVV will take care of cancelling your subscription. The fare money for both the all-year season ticket and your ProfiTicket may be debited in the first month you are in the programme. The excess fare money paid for the season ticket will then be refunded to your account at the beginning of the following month.

How can I find lost property?
If you lose something in the S-Bahn, regional rail or regional express: 0900 - 199 05 99 (0.59 ct/min. on landline)
If you lose something in the U-Bahn, AKN or on a bus: 040 - 428 11 3501

If you lose property in any other type of transport in the HVV, the ProfiTicket Team will be happy to help you: 040 - 3918 3900

You can also find out more at: hvv.de/en/service/lost-and-found

Have a safe journey home.