

# Know how to get around.

You can find all you need to know about the ProfiTicket here: How to get started, when and where it is valid – and what to do if you forget it or lose it.



> hvv

## Where do you want to go?

The hvv area consists of the 8 fare rings A to H. Many towns and country districts in Schleswig-Holstein and Lower Saxony belong to the hvv area.

Within the fare rings they have chosen, ProfiTicket holders can use all services 24/7 on the rapid transport system (U-, S-, A-Bahn), the regional trains and all buses (in fare rings A–E) as well as the regular harbour ferry lines.

Find all you need to know about the hvv tariff zones under [hvv.de/en/plans](https://www.hvv.de/en/plans).

## How do I get even more out of it?

You want to use the 1st Class on the regional 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 explore fare rings A–F Mondays to Fridays too with your ProfiTicket: all you need to do is buy a supplementary ticket for the extra fare rings for the journey each way.

You can also simply buy a supplementary ticket to your ProfiTicket digitally via the hvv App.

## When can I get started?

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

Your ProfiTicket is only valid in combination with a currently valid photo ID and is not transferable. 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.

It doesn't matter what kind of ProfiTicket you have: 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.

When exactly is that? From Saturdays 0.00 to the close of services on Sunday (= 6 am next morning).

## 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.

### ... I am ill for a long time?

If you were in hospital, on a convalescent cure or confined to bed for longer than three 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 the company where you are employed. If you are receiving sickness benefit, the ProfiTicket must be returned.

### ... my name changes?

Just inform your employer of your new name. They will then issue a new ProfiTicket free of charge.

## What if I don't have my ticket in an inspection?

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 **040/39 18 39 00** within four days we will clear things up in no time and you only need to pay a handling fee of € 3.50.

## What about my old season ticket?

Give a copy of your all-year season ticket to the ProfiTicket contact person when you get the ProfiTicket. Your name and the season ticket number must be clearly legible.

hvv will then take care of cancelling your subscription for you. The fare money for both tickets 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, Regionalbahn or Regionalexpress: **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 35 01**

If you lose property in any other type of transport in the hvv, the ProfiTicket Team will be happy to help you on: **040/39 18 39 00**

You can also find out more at: [hvv.de/en/service/lost-and-found](https://www.hvv.de/en/service/lost-and-found).

## When do I have to return my ProfiTicket?

You must return your ProfiTicket to the company where you are employed on the expiry of the month,

- in which your employment contract ends,
- in which you cancel your ProfiTicket or
- at the end of which the ProfiTicket contract between your employer and hvv was terminated.

If you do not return the ProfiTicket in good time, you will be charged the fare money for an all-year 24/7 season ticket for the same zones for each month started. Your obligation to return the ProfiTicket still remains. The ProfiTicket must be returned if it is no longer possible to retain the fare money from your salary.

Our tip: get your employer to give you some form of confirmation that you have returned the ProfiTicket, e.g on a copy of the returned Ticket.

## What other advantages do I have?

As a ProfiTicket holder, you get attractive special conditions with our mobility partners cambio, Getaround and StadtRAD.

Find out more details under [hvv.de/en/service/cyclists/bikes-on-board-hvv-services](https://www.hvv.de/en/service/cyclists/bikes-on-board-hvv-services) or [hvv.de/en/service/car-drivers/carsharing](https://www.hvv.de/en/service/car-drivers/carsharing).

## Where can I find out more?



You can find all you need to know about the ProfiTicket and the Terms and Conditions of Use under [hvv.de/en/profiticket](https://www.hvv.de/en/profiticket).

If you have any questions about the ProfiTicket, please do not hesitate to call us on: **040/39 18 39 00**

You can find timetable information at [hvv.de/en](https://www.hvv.de/en) or just call us on: **040/19 449**

