



### How can I contact the MSC?

Phone: +49 (0)30 65212888

E-Mail: [msz@deutschebahn.com](mailto:msz@deutschebahn.com)

### Opening Hours:

Monday to Friday:

06 am – 22 pm

Saturday, Sunday and public holidays: 08 am – 20 pm



# Accessible Travel

## The mobility Service Centre (MSC)

Our Mobility Service Centre takes care of everything you need for accessible train travel. It is here to answer all your questions about on-board facilities, accessibility at stations and how long to leave between trains when making a connection.

### Get in touch with us we will be delighted to help you plan your journey:

- We will find the best connection for you.
- We will organise assistance for you when boarding and alighting or changing trains.
- We will book your ticket for you and send it to you by post or e-mail.
- We will reserve seating and wheelchair places for you and your companion.
- We will organise a luggage service to collect luggage from your home and deliver it to your selected destination.
- We will provide you with information if you need to use a mobility aid (such as a walking frame) and make enquiries about staff and support at stations.

### Would you like to register online for assistance?

Just use this form:

<https://msz-bahn.de>

“How accessible is my station?”

“Are the lifts working?”

“Where can I get a snack while travelling?”

Simply use our website to find the answers to these and other questions

[www.bahnhof.de](http://www.bahnhof.de)

### Do you want to find out more about passenger rights?

All the information you need is available at

[www.bahn.de/fahrgastrechte-mer](http://www.bahn.de/fahrgastrechte-mer)



## FAQs:

### **I have a disability card (Schwerbehindertenausweis) and travel token (Beiblatt + Wertmarke) entitling me to free transport. Can I travel for free on local and long-distance services?**

- You need a ticket on most long-distance routes.
- The travel token gives you free travel on local and regional services.

### **I have a disability card with the category (Merkzeichen) “B”.**

#### **What does this entitle to me?**

- You can reserve up to two seats free of charge.
- A companion and/or dog can accompany you free of charge.

**Note:** A child with a disability can also bring a companion free of charge.

Children aged 6 and over need their own tickets:

[www.bahn.de/kinder](http://www.bahn.de/kinder)



### **I have a disability card with the category „G“ or „aG“.**

#### **What does this entitle to me?**

- We can reserve wheelchair spaces for you on our long-distance trains. We charge a reservation fee if your card does not include category “B”.
- We can transport mobility scooters, walking aids and other orthopaedic aids free of charge on DB trains.

### **What orthopaedic aids can I use?**

#### **Are there any special rules?**

- Our guide contains all the information you need:  
[www.bahn.de/hilfsmittel](http://www.bahn.de/hilfsmittel)
- Your orthopaedic aid cannot measure more than 120 x 70 cm and weigh more than 350 kg.



### **I have a disability card with the category “1st class” (1. Klasse).**

#### **What does this entitle me to?**

- You can use a 2nd class ticket to travel in first class on any train without paying a supplement.

### **Do I get a discount on a BahnCard 25 or BahnCard 50?**

- A BahnCard 25 or BahnCard 50 is available at a discount if you have a disability level (Behinderungsgrad) of 70 or higher.

Further information is available at:

[www.bahn.de/bahncard](http://www.bahn.de/bahncard)



### **Do I get discount on DB’s luggage service?**

- Yes. DB’s luggage service is cheaper if you present your disability card.
- Further information about DB’s luggage service is available at:

[www.bahn.de/gepaeckservice](http://www.bahn.de/gepaeckservice)



### **Detailed information about services and discounts for travellers with reduced mobility is available at:**

<https://int.bahn.de/accessibility>



#### **Site Notice**

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