



How can I contact the MSC?

Phone: +49 (0) 030 65212888

E-mail: msz@deutschebahn.com

Opening hours

Monday to Friday: 6:00 am – 10:00 pm

Saturday, Sunday and public holidays:
8:00 am – 8:00 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'll be delighted to help you plan your journey

- We'll find the best connection for you.
- We'll organise assistance for you when boarding and alighting or changing trains.
- We'll book your ticket for you and send it to you by post or e-mail, depending on your preference.
- We'll reserve seating and wheelchair places for you and your companion.
- We'll organise a luggage service to collect luggage from your home and deliver it to your selected destination.
- We'll 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 Bahnhof Live app to find the answers to these and other questions.

www.bahn.de/bahnhof-live



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

All the information you need is available at

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 me to?

- 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.

Further information is available at

www.bahn.de/kinder



I have a disability card with the category “G” or “aG”.

What does this entitle me to?

- 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
- 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 second 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



Do I get a 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



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

www.bahn.de/barrierefrei

