

BEX Charter Becomes DB Bus Charter: Frequently asked questions about the brand change

BEX Charter continues to evolve: Over the past few months, we have gradually integrated the BEX Charter brand into the DB Bus Charter brand. The goal is a consistent, clear market presence—with the same service, the same quality, and the same team.

1) What exactly is changing?

The brand identity is being standardized. This means that our website, the decals on our buses, quotes, and invoices will gradually be updated to reflect DB Bus Charter. Operationally, your services and processes will remain unchanged.

2) Will my points of contact remain the same?

Yes. Your usual points of contact will remain the same. You can continue to reach us through the usual channels.

3) Will our existing contracts, prices, or terms change?

No. Existing agreements remain valid. Should there be any organizational adjustments in individual cases (e.g., a new name on documents), we will actively inform you.

4) Will the quality or execution of my trips change?

No. Our quality and safety standards remain unchanged. You will continue to benefit from our experience, well-established processes, and our professional drivers.

5) Why is the brand changing?

We are consolidating our charter services more closely under a brand that is recognized nationwide. This creates greater clarity in the market and strengthens our offerings—especially for more specialized needs such as shuttle services, transfers, and event logistics.

6) What will happen to the BEX Charter brand?

BEX Charter is part of our history and expertise—especially in the Berlin area. During the transition phase, you may see both brands (“BEX Charter” and “DB Bus Charter”). In the long term, we will consolidate our market presence under the DB Bus Charter brand.

7) How can I reach you in the future?

You can reach us as usual. In addition, we will centralize all contact options on [db-buscharter.de](https://www.db-buscharter.de).

Contact: 030 / 297 500 50 | db-buscharter@deutschebahn.com

Submit a request: <https://www.db-buscharter.de/en/rent-a-bus>

8) Where can I find more information?

This FAQ is updated regularly. For specific questions, please contact your designated representative directly or email us at db-buscharter@deutschebahn.com.

In short: New brand identity — same team, same quality, same reliability.

