

**VWG-Servicecentre**

– BOB Ticket –

Staulinie 1

26122 Oldenburg

# BOB Order Form

Complete the white fields in print types. Fields in grey will be filled in by the customer centre. Please show your debit card and your ID card while handing in your application. The applicant respectively the account holder has to be at least 18 years old.

Contract no.

Creditor ID

DE65BOB00000069706

Card no.

Number of cards

BARCODE

Title

Ms  Mr  Com

First name

Surname

Company

Street/Number

Date of birth (DD.MM.YYYY)

Postcode

Town

Phone number (optional)

Email address (essential if invoices are to be sent by email)

International Bank  
Account Number (IBAN)

Account holder (not required if as above)

Account holder date of birth ((DD.MM.YYYY) (not required if as above))

Account holder address (not required if as above)

Does customer want to collect?  Yes  No (send by post)

Service office at Lappan/Mobility Centre

ZOB Information Centre

How would you prefer to receive your invoice?

If the invoice is sent by email, a one-off sum of 5 euros will be credited to your first BOB bill.

Invoice dispatch type

By email (see above)

By post

To be filled in by the customer centre:

Debit card or similar was shown

BODO BONUS

ID card was shown

Internal check

Credit-worthiness checked (positive)

Customer Centre (stamp/ID)/Internal comments:

Verkehr und Wasser GmbH · Felix-Wankel-Straße 9 · 26125 Oldenburg

## Data Protection Policy pursuant to Article 13 General Data Protection Regulation (GDPR)

The Verkehrsverbund Bremen/Niedersachsen GmbH (VBN), Am Wall 165-167, 28195 Bremen is the agency responsible for data processing. The transportation company Verkehr und Wasser GmbH (VWG) processes personal data within the scope of their contractual relationship on behalf of VBN. In the event of insufficient credit worthiness, an entitlement for issuance of a BOB-Ticket does not exist. In an effort to maintain their justified interests, VBN will also transfer your data to a background check bureau for assessing and obtaining information regarding credit worthiness. In the event of arrears, the transportation company will transfer your data to a collection agency for collection on behalf of VBN.

The transportation company shall further process your data for statistical and advertising purposes to reserve their justified interests. You are entitled to **object pursuant to Art. 21 GDPR**, e.g. at [datenschutz@vbn.de](mailto:datenschutz@vbn.de). We will provide this information to you via e-mail upon your **revocable** consent.

Additional data protection information is available at [www.vbn.de/datenschutz](http://www.vbn.de/datenschutz)

**Yes, I agree to VBN and the above partners contacting me via e-mail for the purpose of notifying me of offers and news regarding VBN and its partners. I can revoke my consent at any time, e.g. at [datenschutz@vbn.de](mailto:datenschutz@vbn.de).**

With your signature, you agree to these notices, as well as The General Terms and Conditions for the BOB-Ticket.

Town/Date

X

Signature of the applicant

**Instruction to pay by SEPA direct debit:**

I authorise the VWG Oldenburg to debit my checking account via SEPA Direct Debit for the applicable fare on monthly basis and/or no later than the end of the quarter, until further notice. This authorisation shall also apply to any account change requests I make. I will report complaints and changes to you directly. I will instruct my credit institution to honour the direct debits drawn on my account by the VWG Oldenburg.

Note: I can request that the debit sum be refunded within eight weeks from the debit date. The terms and conditions agreed with my bank shall apply.

At least two days before a SEPA direct debit is collected, VWG Oldenburg shall notify me of the collection by sending an email or letter with the advance information/invoice.

Town/Date

X

Signature of the account holder

# GENERAL TERMS AND CONDITIONS FOR BOB – THE CASHLESS TICKET

Status: 01/01/2019

## 1. General Information

BOB-THE CASHLESS TICKET (BOB) is valid in all vehicles of the Verkehrsverbund Bremen/Niedersachsen (VBN) (transportation association), but it can only be purchased at the vending machines of the associated companies participating in BOB (currently: BSAG, VWG, BREMERHAVEN BUS, NordWestBahn, DB Regio, metronom). BOB enables customers to "ride cashless"; the journeys are saved to a chip card. The system retrospectively calculates the most cost-effective price per day (daytime ticket, night ticket and bicycle daytime ticket). Hereby 4x tickets, night line surcharges (4x tickets), 10x student tickets, single children tickets, bicycle daytime tickets and short-distance tickets are taken into consideration. 1st class surcharges (4x tickets) as well as connection tickets are not included within the scope of the best daily rate plan and are calculated separately. The requirement for participating in BOB is payment via direct debit.

## 2. Contract Begin

Participating in BOB is possible at any time. Upon submitting an order and issuance of the activated card to the customer, the customer is entitled to use the BOB ticket immediately. By registering for BOB, the customer agrees that the SEPA-Basis-Lastschriftverfahren (ACH basic automatic debit procedure) shall apply. The required preliminary information of the debit amount, date, customer's IBAN, creditor ID, and client reference will be sent to the customer amount via e-mail or letter no later than 2 days prior to the first deduction of the monthly.

## 3. Billing, Invoicing and Payment Terms

The journeys taken with BOB are recorded on a daily basis. Based on this, the system calculates the best daily rate (special ticket offers subject to limited time-frames are excluded). The group tariff is not optimised. Usage is billed on a monthly basis from an invoice volume of €10.00 minimum, however, no later than the end of each quarter. The invoice amount is due at the earliest 2 days after the invoice is prepared and sent via postal service or e-mail and will be not be drafted via direct debit prior to the 15th of the month. Objections and complaints must be submitted to the contractual partner or VBN in writing within 6 weeks. In the event of arrears the BOB ticket will be deactivated immediately to prevent further use and if a payment is not received the contract will be terminated without notice. If the monthly or quarterly calculated amount cannot be debited, an additional processing fee in the amount of €4.00 will be charged in addition to the customary bank fees.

## 4. Cancellation

BOB may be cancelled up to the 15th of each month. The customer shall receive a final bill upon contract conclusion and the final invoice amount will be debited from his account. The BOB-ticket(s) corresponding to the contract must be returned to the transportation company.

## 5. Lost/Deactivated Card

The loss of your card must be reported to one of the participating transportation companies as soon as possible. The BOB card will be deactivated immediately. Journeys stored after the loss has been reported will not be billed. A BOB ticket can be deactivated for other reasons at any time. A fee of €10.00 for issuing a replacement card will be charged and debited with the next invoice, unless the passenger can prove that processing costs have not been incurred or have been incurred at a much lower rate.

## 6. Additional Cards

Within the framework of this contract, additional cards for the participation in BOB can be issued; these cards will be billed separately.

## 7. Other information

In the event of technical defects, force majeure, etc., an entitlement of participation and billing of journeys with BOB does not exist. In this case, a regular ticket must be purchased to complete the journey. Changes to the personal contract data, such as address changes, must be reported to the transportation company immediately. If a delivery via the postal service is not possible for an extended period of time, the transportation company is entitled to obtain information from the Einwohnermeldeamt (citizen registration office), chargeable to the contractual partner. If banking information should change, the transportation partner shall require a report signed by the contractual partner and, if applicable, signed by the account holder if different from the contractual partner by no later than the last day of the previous month.

Thereafter, the currently valid tariff and transportation regulations of the Verkehrsverbund Bremen/Niedersachsen (VBN) (transportation association) shall apply.