

**Bremerhavener Versorgungs- und  
Verkehrsgesellschaft mbH**

– MIA-Ticket –

Zur Hexenbrücke 11  
27570 Bremerhaven

# MIA/MIAplus Order Form

Complete the white fields print type. 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.

Subscription start (01.MM.YYYY)

The subscription starts on the first of any month as long as the application form has been submitted to BSAG, BREMERHAVEN BUS or VWG by the 10th of the previous month.

<b>Ticket no.</b>	<b>Creditor ID</b>	<b>Debtors no. /Mandate reference:</b>
	DE93ABO00000177066	

<b>Title</b>	<b>First name</b>	<b>Surname</b>	<b>Company</b>
<input type="checkbox"/> Ms <input type="checkbox"/> Mr <input type="checkbox"/> Com			
<b>Street/Number</b>			<b>Date of birth (DD.MM.YYYY)</b>
<b>Postcode</b>	<b>Town</b>		
<b>Phone number*</b>	<b>Email address*</b>		
<b>International Bank Account Number (IBAN)</b>			
<b>Debtors No.</b>	<b>Account holder**</b>	<b>Account holder date of birth** (DD.MM.YYYY)</b>	
<b>Account holder address**</b>			
*optional **not required if as above			
<b>Does customer want to collect?</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No (send by post)	<input type="checkbox"/> Customer Centre in Hanse Carré	<input type="checkbox"/> Hauptbahnhof Customer Centre

<b>Chosen tariff:</b>	<input type="checkbox"/> MIA	<input type="checkbox"/> MIAplus***
(Mark with a cross)		
<b>Price Level I</b>	<input type="checkbox"/> Valid on the BSAG's Bremen urban network and on the railways and regional bus routes in zones 100/101	<input type="checkbox"/> Valid in zones 709/710 (Delmenhorst)
<input type="checkbox"/> Valid on the VWG Oldenburg network and on the railways and regional bus routes in zones 740	<input type="checkbox"/> Valid in zone 850 (Nordenham)	<input type="checkbox"/> Valid in zone 130 (Verden)
<input type="checkbox"/> Valid on the BREMERHAVEN BUS network and on the railways and regional bus routes in zones 250		

<b>Price level A- H, S</b>	
<b>Price level</b>	<b>Tariff zone(s) in which the MIA-/ MIAplus ticket will be valid.</b>

<b>To be filled in by the customer centre:</b>	<b>Customer Centre (stamp/ID)/Internal comments:</b>
<input type="checkbox"/> Cash payer	
<input type="checkbox"/> BODO BONUS	
<input type="checkbox"/> Debit card or similar was shown	
<input type="checkbox"/> Internal check	
<input type="checkbox"/> ID card was shown	
	Bremerhavener Versorgungs- und Verkehrsgesellschaft mbH Zur Hexenbrücke 11 · 27570 Bremerhaven

<b>Supplements:</b>	
<input type="checkbox"/> Cycle for local area PS I, A, B, S	<input type="checkbox"/> 1st class rail supplement
<b>Tariff zone(s) in which the cycle subscription ticket will be valid.</b>	
<input type="checkbox"/> Cycle for entire area	

**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 Bremerhavener Versorgungs- und Verkehrsgesellschaft mbH (BREMERHAVEN BUS) 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 MIA/MIAplus Tickets 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. 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.**

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

<input type="text"/>	X
<b>Town/Date</b>	<b>Signature of the applicant</b>

**Instruction to pay by SEPA direct debit:**  
Amongst others, the VBN has commissioned the BREMERHAVEN BUS with processing the MIA/MIAplus Tickets. I authorise the BREMERHAVEN BUS to debit the checking account listed via SEPA Direct Debit for the MIA/MIAplus Ticket cost in advance on a monthly basis for the duration of 12 months, effective of the subscription start date listed in the header of the application, until further notice. This authorisation shall include the increase or decrease of the monthly debit amount in the event of changes made to the area of applicability or tariff changes. This shall also apply to any account change requests I make. I will file complaints and changes with you in person. I am aware that the subscription ticket fare prices are granted only if the MIA/MIAplus Ticket is maintained without interruption for 12 consecutive months. In the event of premature cancellation, I authorise you to debit the amount due retrospectively from the listed account according to the agreed upon conditions. I hereby authorise BREMERHAVEN BUS to collect payments from my account by direct debit. At the same time, I instruct my bank to honour the direct debits that BREMERHAVEN BUS take from my account.

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 the first SEPA direct debit is collected, BREMERHAVEN BUS shall notify me of the collection. BREMERHAVEN BUS will also notify me of any changes to the debit amount or time. Should the increased amount be minor, up to and including 10 euros (e. g. the processing fee for issuing a new MIA-/ MIAplus ticket), the customer will not be sent any specific advance notification of the increased debit collection.

<input type="text"/>	X
<b>Town/Date</b>	<b>Signature of the account holder</b>

**Additional information for MIA-/ MIAplus ticket holders who pay the annual charge in advance:** Should prices be increased during the period of the MIA-/ MIAplus ticket, the owner is entitled to cancel the contract before the 10th of the month prior to the price increase. Otherwise the owner undertakes to pay the differential incurred by the price increase and requested by Bremerhavener Versorgungs- und Verkehrsgesellschaft mbH. In signing, the owner explicitly agrees to this rule.

<input type="text"/>	X
<b>Town/Date</b>	<b>Signature of the applicant</b>

\*\*\*MIAplus: Area of validity: It is also valid throughout the VBN area at weekends and on bank holidays. VBN-NightLine Surcharge: Included. Optional use: From 7pm on Mondays to Fridays, and all day on Saturdays, Sundays and on bank holidays, another adult plus up to four children aged between 6 and 14 inclusive may travel with the ticket owner.

# GENERAL TERMS AND CONDITIONS FOR THE MIA/MIAPLUS TICKET

Status: 01/01/2019

## 1. General Information

The MIA/MIAPlus Ticket offer is an electronic subscription. The MIA Ticket is issued in two versions, as an MIA Ticket, as well as a MIAPlus Ticket. The contract duration for the MIA/MIAPlus Ticket is a minimum of 12 months. The ticket is issued in form of a chip card. All relevant ticket data (personal data excluded) is stored electronically on the chip in the MIA/MIAPlus card.

The transportation companies Bremer Straßenbahn AG (BSAG), Bremerhavener Versorgungs- und Verkehrsgesellschaft mbH (BREMERHAVEN BUS) and Verkehr und Wasser GmbH (VWG Oldenburg) have been commissioned for processing the MIA/MIAPlus Tickets. The necessary data is stored with the company from which the customer orders his MIA/MIAPlus Ticket. The customer will receive the respective chip card from the company's customer service centre directly, or via postal service delivery if the VBN has been authorised to automatically debit the ticket fee to the customer's checking account on the first business day of each month in advance via the applicable form until further notice, but no less than 12 months.

## 2. Ordering MIA/MIAPlus Tickets

By registering for the MIA/MIAPlus Ticket, the customer agrees that the European-wide SEPA direct debit scheme 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 via e-mail or letter no later than 2 days prior to the first deduction of the monthly amount. If a minor increase of the amount should apply, up to €10.00 (e.g. the processing fee for issuing a new MIA/MIAPlus Ticket), the customer will not be notified separately with regard to the increased deduction from his account.

Order forms for the MIA/MIAPlus Ticket are available from one of the three supporting transportation companies, which will also accept the completed forms, or online at [www.vbn.de](http://www.vbn.de). The completed forms can also be posted to the transportation companies BSAG, BREMERHAVEN BUS or VWG.

Participation is possible with effect of the first of each month, provided the automatic debit authorisation has been received by BSAG, BREMERHAVEN BUS or VWG by the 10th of the previous month.

The MIA/MIAPlus Ticket can be issued and provided immediately; retrospectively for the first of the month for cash payment at the customer service centres of the BSAG, BREMERHAVEN BUS und VWG. The contractual term is 12 months.

## 3. Changes to the Area of Applicability

Switching from the MIA Ticket to the MIAPlus Ticket or vice versa is possible once during the 12-month term. Changes to the area of applicability (tariff zones, price levels) are possible by the first of each calendar month at the respective company's customer service centre where the ticket has been purchased. One must apply for such changes by the 20th of the previous month. The changes will be made directly to the chip card at the customer service centre. Customers unable to visit a customer service centre shall receive a new chip card in the post, generally within 5 business days. The new debit amount will be drafted effective the date of change.

## 4. Cancellation

Unless the contract is cancelled, it will be extended for another 12 months. A cancellation or change request for banking information must be submitted to the applicable supporting company by the 10th of the previous month. The MIA/MIAPlus Ticket must be returned to the issuing transportation company (BSAG, BREMERHAVEN BUS or VWG) immediately after the contract is concluded and is no longer valid after contract conclusion.

If the contract is cancelled prematurely, except in the event of ticket increases and significant tariff regulation changes, the monthly difference of the ticket price for the MIA/MIAPlus Ticket and the respective monthly ticket will be retrospectively charged and debited on a final basis for each month completed up to the cancellation date in the current contractual year. If the ticket is cancelled prematurely due to a tariff adjustment, the difference amount shall not be subject to charges, provided the cancellation request has been submitted to the supporting transportation company by the 10th of the previous month in which the tariff adjustment shall become effective.

## 5. Lost/Defective/Deactivated Card

A lost or defective MIA/MIAPlus Ticket must be reported to the BSAG, BREMERHAVEN BUS or VWG directly or by telephone via the VBN service hotline, telephone number 0421/596059. Immediately upon reporting the loss or defect, the electronic ticket shall be deactivated and no longer be valid. The customer will be issued a new MIA/MIAPlus Ticket at his applicable customer service centre, which is valid immediately. The aforementioned is subject to a processing fee of €10.00, which will be debited to the customer's account with the next direct debit, unless the passenger can prove that processing costs have not been incurred or have been incurred at a much lower rate. Customers unable to visit a service centre shall receive a new chip card in the post, generally within 5 business days. The customer shall not be in possession of a valid ticket until he receives the replacement chip card. The defective ticket must be returned.

## 6. Other Information

Periods in which the MIA/MIAPlus Ticket is not used shall not be reimbursed.

If we were unable to debit the monthly fee, a processing fee of €4.00 plus the incurred bank fees shall be charged for each unsuccessful transaction. In the event of default, the VBN and/or the commissioned transportation company is entitled to cancel the contract immediately and without prior notice and forward the transactions to a collection agency for further processing. The MIA/MIAPlus Ticket will be deactivated upon cancellation. The customer will no longer be in possession of a valid ticket from that date. Changes to name, banking information or address must be reported to the customer service centre in writing by post or in person at the customer service centre. Changes submitted by the 10th of each month shall become effective at the beginning of the next month. If an address has to be verified by the Einwohnermeldeamt (citizen registration office) due to a change of address, the customer shall be responsible for the costs incurred.

## 7. Extraordinary Cancellation of the MIA Ticket due to the Death of the Ticket Holder

The contract shall expire and the chip card will be deactivated upon notification of the MIA/MIAPlus ticket-holder's death.

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