



Questions and Answers about

IC Bus

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1. Questions about IC Bus service

1.1 What are the distinguishing features of DB's IC Bus services?

Our IC Busses complement the long-distance routes of our trains and are integrated into its pricing and sales systems. That means that you can use any of our sales channels in order to purchase tickets which can be used for both our trains and busses.

1.2 Does DB work with subcontractors?

Since we do not maintain a corporate presence at all destinations, we rely on selected and regional corporate partners. For example, we work together with DB subsidiary Arriva in the Netherlands and with our Czech partner Regio Jet in Prague. In Germany we maintain similar partnerships with medium-sized bus companies.

1.3 What seating classes are available on IC Busses? Do they have a first class section?

Only second class seating is available on IC Busses.

1.4 Are bahn.bonus comfort seats available on the bus?

No, we don't offer bahn.bonus comfort seats on IC Busses due to the fact that all seats on the bus need to be reserved to guarantee every passenger a seat.

1.5 What service standards can I expect on board the IC Bus?

Our fleet has both one-deck and two-deck busses that meet the highest safety standards. We welcome you to enjoy the following features on all busses: Free entertainment portal, free WiFi both within and outside of Germany, comfortable seats with adjustable backrest, generous seat spacing, electrical outlets at every seat pair, small snacks and drinks for purchase on board, air conditioning and on-board lavatory. The seat number labels also feature braille for the visually impaired.

1.6 Are reservations for the IC Bus compulsory?

Yes, the road regulations prohibit the transport of standing passengers, thus having a seat reservation is mandatory. When purchasing a ticket you will get a seat reservation for free.

1.7 How can I purchase a seat reservation for the IC Bus?

You will be given a seat reservation for free when purchasing a ticket, unless:

You have a Bahncard100, Interrail-Ticket, Eurail-Ticket or German Rail Ticket. Then you need to purchase the seat reservation which costs 4.50 € one-way. The reservation can be bought in DB travel centres, at DB travel agents and at DB ticket machines or on board.

1.8 Is smoking allowed aboard the IC Bus?

No, smoking is not allowed on board the IC Bus, which includes the use of electronic cigarettes.

2. Prices and terms and conditions for IC Bus

2.1 Are there special offers for IC Bus travel?

In the IC buses the regular price offers of DB Long-Distance apply. In addition, each passenger must make a seat reservation, which you will receive free of charge when you purchase a ticket.

For our price-sensitive customers there is the "Saver Fare IC Bus" on the national IC bus routes and the "Super Saver Fare IC Bus" and "Super Saver Fare Europe IC Bus" on the international connections. You can find the exact conditions on the Internet at www.bahn.com/icbus or at all DB sales points.

2.2 Where can I buy tickets for the IC Bus?

IC Bus tickets can be purchased anywhere where DB tickets are sold: at DB travel centres, DB travel agents, DB ticket machines, online at www.bahn.com, or from our service hotline 0180 6 99 66 33 (20 ct/call from German landlines, mobile rates vary up to 60 ct/call). In addition, if seats are still available shortly before departure, tickets may be purchased from our staff on board the bus. Passengers with reduced mobility may purchase tickets from the Mobility Service Centre by calling 0180 6 51 25 12 (20 ct/call from German landlines, mobile rates vary up to 60 ct/call).

2.3 Can BahnCards be used on the IC Bus?

Yes, BahnCards are recognized for IC Bus travel. Holders of a BahnCard 100 must also purchase seat reservations in order to use IC Bus services. For the portions of IC Bus routes outside of Germany, the BahnCard entitles holders to a 25% RAILPLUS discount on the Flexpreis.

2.4 How much do tickets for children cost?

Children up to and including 5 years of age always travel free of charge and require their own seat reservation. 6-14 year-olds accompanied by at least one parent or grandparent travel free of charge if they are registered on the (grand)parental ticket. Single travellers aged 6-14 receive a 50% discount on the price adults pay.

2.5 Can I collect bahn.bonus points?

Yes, bahn.bonus points can be earned when purchasing tickets for the IC Bus.

2.6 Can wheelchair users and those accompanying them use the IC Bus?

Essential accompanying persons and seeing-eye dogs/service dogs are entitled to transport free of charge, however they do require seat reservations.

If you can travel in a normal seat and your wheelchair is foldable, you can travel in all IC buses. Most of the buses also have a special wheelchair space. This means that the wheelchair can be locked so that you do not have to leave the wheelchair. This requires the manufacturer to define and mark the wheelchair as a passenger seat. For this purpose, the wheelchair must have special fastening points for securing, so-called force nodes, in accordance with DIN 75078 or a manufacturer's approval in accordance with DIN EN 12183 or 12184. Access is via an integrated ramp or lift. Please arrive at the bus stop in good time before departure to ensure a smooth boarding. Our bus staff will be happy to help you load and unload your parcels.

The IC buses have a minimum door width of 62 cm and a minimum aisle width of 36.5 cm. Special information on step height, door widths etc. can be found at www.bahn.de/barrierefrei and www.bahnhof.de

The sanitary facilities of the IC buses are not accessible to wheelchair users. Therefore, wheelchair users are allowed to use a wheelchair-accessible toilet at a service area, subject to availability.

In international traffic, blind people and wheelchair users can take an accompanying person with them free of charge if they travel together. Reservation is required for the two required seats.

2.7 What rights do I have in case of service delays or cancellations?

With regard to liability in case of bus delays or cancellations, the legal guidelines laid out in the ordinance (EU) No. 181/2011 of the European Parliament and the Council from 16 February 2011 concerning passenger rights in long-distance bus transport apply. In accordance with our terms of use for IC Busses, for the benefit of riders - in the event that additional rights are provided as a result of this policy - we offer travelers on domestic routes the additional protection of certain rail passengers' rights for their bus journeys. An overview of the passenger rights can be obtained at all DB sales points and online at [https://www.bahn.com/en/view/booking-information/passenger-rights/index.shtml?dbkanal_007=L04_S02_D002_KIN0059_FLYOUT-
BUCHUNGSINFORMATION-RECHTE_LZ01](https://www.bahn.com/en/view/booking-information/passenger-rights/index.shtml?dbkanal_007=L04_S02_D002_KIN0059_FLYOUT-BUCHUNGSINFORMATION-RECHTE_LZ01)

2.8 Can I exchange or cancel my ticket?

For exchanges and cancellations of tickets the individual conditions of each fare apply. These can be found at: <https://www.bahn.com/en/view/home/info/gtc.shtml>.

3. Service and Luggage

3.1 Are there breaks at rest areas/train stations?

Breaks at highway rest areas are not planned but sometimes unscheduled stops at rest areas are made in order to allow wheelchair users to use the restroom.

3.2 Is it possible to purchase drinks or snacks on the bus?

Small snacks as well as both hot and cold drinks can be purchased from vending machines on board or from the IC bus crew at any time during the trip.

3.3 How much luggage am I allowed to bring with me?

Luggage is limited to two pieces per passenger and may not exceed the dimensions 70 cm x 50 cm x 30 cm. The luggage cannot be transported in the seating area. Foldable buggies may be transported if enough space is available.

Oversize luggage cannot be transported.

3.4 Can I bring my bicycle?

It is not possible to take bicycles with you on the bus.

3.5 Are animals allowed on board the bus?

Animals are generally prohibited aboard the bus. An exception is made for seeing-eye or service dogs as long as a severely handicapped card can be presented. They may travel in the foot area of the adjacent seat. This seat must be reserved via the Mobility Service Centre (see no. 8.5) or in a DB sales outlet attended by staff (e.g. DB Travel Centre or DB Agency). In this case the reservation is free of charge.

3.6 Is it possible to take along orthopedic equipment?

Orthopedic equipment may be transported in IC Busses as long as the technical requirements are taken into consideration. This means that such equipment must be collapsible and, when folded, must not exceed the following dimensions: length: 1.200 mm, width: 350 mm, height: 1,090 mm. All orthopedic equipment must be capable of being transported in a lying position. The weight of the equipment must not exceed 31.5 kg. It is not possible to carry a tricycle, recumbent tricycle, long wheel (> 1200 mm) or non-separable bicycle wheelchair (hand bike) in IC buses.

4. Other questions concerning IC Bus

4.1 Where do I get information about routes, timetables, and prices?

Extensive information on these topics can be obtained from all DB sales points as well as online at www.bahn.com/icbus.

4.2 What should I do if I have forgotten/lost something on the IC Bus?

In the unfortunate event that you have forgotten something on the bus or at the station, there are various ways of contacting DB's lost and found service. Online at <https://www.bahn.de/p/view/service/fundservice.shtml> or call 0900 1 99 05 99 (59 ct/min. from German landlines, mobile rates vary up to 42 ct/min). You may also go to the DB Information Centre at the train station. If the items are found, you will be informed immediately. We research claims for up to four weeks from the date the items got lost.

4.3 What travel documents must I take with me when travelling on international routes?

For German citizens, a valid identification card, temporary ID, or passport is sufficient. For children, a valid passport or a child identification card is required. The inclusion of a child on a parent's passport is not sufficient. Each child requires his or her own identification document. Each passenger is responsible for informing him-/herself about the passport, customs, health, and legal requirements for international travel. For further information, please consult the Federal Foreign Office.

4.4 Are child car seats required or available on the IC Bus?

Child restraints (child/baby car seats) are not available on the IC Bus. Hence, passengers are obliged to bring their own restraints for children younger than 4. Restraints may also be brought for older children. The buses are equipped either with lap belts or, in some cases, with two-point safety belts, which shall be used to secure child seats. When traveling in/through Switzerland, an appropriate child seat is required by law for children under 4. If passengers do not have the required equipment, they may be excluded from transport.

4.5 Enquiries, Contact

Information on fares and timetables as well as general information on services and the possibility of booking tickets and reservations by post are available on the Internet under www.bahn.com or under the service number 0180 6 99 66 33 (20 ct/call a landline; max. 60 ct/call for mobile phones).

To order assistance and book a trip with a wheelchair, you can call the Mobility Service Centre on 0180 6 512 512 (20 ct/call from a landline, max. 60 ct/call for mobile phones).