

A/S STOREBÆLT

## **TERMS AND CONDITIONS FOR STOREBÆLT PRIVAT – EFFECTIVE FROM 1. JANUARY 2026**

### **1. General**

**1.1** These terms and conditions (the "Agreement") apply to your (the "Customer") use of the Storebælt Privat product (the "Product"). The Agreement and the Product are offered by A/S Storebælt, CVR. 10634970, Storebæltsvej 70, 4220 Korsør, e-mail: [kundeservice@sbf.dk](mailto:kundeservice@sbf.dk).

**1.2** The Agreement and the Product may not be used for commercial activities. If this occurs, the agreement "A/S Storebælt Terms and Conditions for Storebælt Erhverv (Business)" will apply going forward.

**1.3** The Agreement shall remain in force until terminated. Termination of use of the Product does not in itself constitute termination. The Customer may terminate the Agreement at any time, while A/S Storebælt may terminate the Agreement with one (1) months' notice.

**1.4** A/S Storebælt has the right to change the terms of the Agreement with one (1) months' notice. Changes may be made, among other things, to accommodate inflation, to cover external costs associated with the Product, in the event of changes in taxes and duties, in the event of changes to the Product, and in the event of changes in legislation, regulation or practice. However, annual price adjustments for the Product may be implemented without prior notice.

**1.5** Notice of new terms and conditions will be given by publication on the A/S Storebælt website and by notification to the Toll Service Provider, who may pass on the information to the Customer. Changes that are not to the detriment of the Customer may be made without notice by publication on the A/S Storebælt website.

**1.6** The Agreement is non-transferable for the Customer. A/S Storebælt is entitled to transfer the Agreement in whole or in part to other companies in the Sund & Bælt Group without the Customer's consent.

**1.7** It is a prerequisite for entering into the Agreement and using the Product that the Customer has a functional automatic payment solution that can communicate with A/S Storebælt's payment system and register the Customer's passage. The automatic payment solution must be from a Toll Service Provider that has entered into an agreement with A/S Storebælt on the use of the automatic payment solution on Storebælt (The Toll Service Provider). The Customer can find an updated list of Toll Service Providers that have entered into an agreement with A/S Storebælt on the use of their automatic payment solution on Storebælt on A/S Storebælt's website. It is furthermore a prerequisite for use of the Product that the Customer ensures that the automatic payment solution is used in accordance with the terms and conditions agreed with the Toll Service Provider when the automatic payment solution is used when crossing the Storebælt.

## 2. Discounts

**2.1** With the Product, the Customer automatically gains access to the maximum discount of 13 per cent for automatic payment in accordance with the Eurovignette Directive, as well as the time-controlled discounts applicable at any given time in the form of evening, weekend and public holiday discounts for classes 1 and 2.

See prices at <https://storebaelt.dk/en/prices-and-discounts/private/>.

In addition, the Customer gains access to an automatic commuter discount and the option to set up a Storebælt Disability Agreement, provided that the requirements for entering into the Agreement are met.

See more at <https://storebaelt.dk/en/prices-and-discounts/disability-discount/>.

With the Product, the Customer also gains access to create a Storebælt Motorhome Agreement if the requirements for entering into the Agreement are met.

See further information at <https://storebaelt.dk/en/prices-and-discounts/motorhome/>.

## 3. Payment and complaints

**3.1** Invoicing and payment for crossing Storebælt using the Product shall be made via the Toll Service Provider who has issued the automatic payment solution associated with the Product and in accordance with the terms and conditions set by the Toll Service Provider.

**3.2** Complaints about a crossing of Storebælt must be submitted to A/S Storebælt as soon as possible after the Customer has become aware of the matter being complained about.

Complaints made within 60 days are considered timely.

## 4. A/S Storebælt's collection and use of customer information

**4.1** Upon entering into the Agreement and ordering the Product, the Customer must provide a number of details, including name, address, telephone number, e-mail address, and identification of the Customer's automatic payment solution (e.g. OBE number, etc.), customer number with the Toll Service Provider, whom issued the automatic payment solution, and any additional information that may be relevant to the use of the specific automatic payment solution.

**4.2** A/S Storebælt receives information about the Customer, including name, address, email address, vehicle registration number, identification of automatic payment solution and any additional information that may be relevant to the use of the specific automatic payment solution, from the Toll Service Provider provided by the Customer.

A/S Storebælt will exchange updates of the information with the Toll Service Provider for as long as the Agreement is in force. A/S Storebælt may disclose all necessary information about the Customer to the Toll Service Provider for the purpose of the Toll Service Provider's collection of the correct payment.

**4.3** The information provided by the Customer, as well as the information transferred to A/S Storebælt by the Toll Service Provider, will be used for the administration of the Agreement and the Product. The information may also be used for direct marketing to the Customer and for targeting information, offers and campaigns, cf. section 4.4.

**4.4** A/S Storebælt will, provided that the Customer has given their consent, send electronic newsletters and promotional emails to the Customer by email. Electronic newsletters and promotional emails include marketing of A/S Storebælt's own products and/or services as well as marketing of products and/or services from A/S Storebælt's partners. The list is updated regularly, which we will inform you about in our newsletters.

**4.5** A/S Storebælt reserves the right to send general information to the Customer by regular mail, email or text message, including information about the traffic situation on the Storebælt.

**4.6** The Customer has the right to access the personal data that A/S Storebælt processes about the Customer. The Customer also has the right to object to the processing and to request that incorrect or misleading information be deleted or corrected. Enquiries in this regard can be made by telephone on 70 15 10 15, at [persondata@sbf.dk](mailto:persondata@sbf.dk) or in writing to A/S Storebælt, Storebæltvej 70, 4220 Korsør. A/S Storebælt's processing of personal data is described in more detail in Storebælt's privacy policy, which can be found at <https://storebaelt.dk/en/privacy-policy-for-storebaelt.dk/>.

## **5. Breach**

**5.1** In the event of a material breach of the Agreement by the Customer, A/S Storebælt may terminate the Agreement with immediate effect. Providing incorrect or misleading information is considered a material breach.

## **6. Complaints**

**6.1** The Customer is always welcome to contact customer service with any complaints. Customer service can be contacted by telephone on 70 15 10 15, at [kundeservice@sbf.dk](mailto:kundeservice@sbf.dk) or in writing to A/S Storebælt, Storebæltvej 70, 4220 Korsør.

**6.2** If no solution can be found and the Customer is a consumer, a complaint may be lodged with the Centre for Complaint Resolution, Nævnenes Hus, Toldboden 2, 8800 Viborg, provided that the conditions for lodging a complaint are met. The Customer may lodge a complaint with the Centre for Complaint Resolution via [www.forbrug.dk](http://www.forbrug.dk).

**6.3** The European Commission's online complaint portal can also be used to submit a complaint for consumers. This is particularly relevant if the Customer is a consumer residing in another EU country. The Customer can submit the complaint at the following link: <http://ec.europa.eu/odr>. When submitting a complaint, our email address must be stated: [kundeservice@sbf.dk](mailto:kundeservice@sbf.dk).

## **7. Jurisdiction and choice of law**

**7.1** The agreement is subject to Danish law, unless otherwise provided by mandatory consumer protection rules applicable in the country where the Customer resides. Disputes shall be settled at the Customer's place of residence.

**7.2** A/S Storebælt can be contacted by telephone on +45 70 15 10 15, at [kundeservice@sbf.dk](mailto:kundeservice@sbf.dk) or in writing at A/S Storebælt, Storebæltsvej 70, 4220 Korsør. For further information, please refer to [www.storebaelt.dk](http://www.storebaelt.dk).