

A/S Storebælt

Terms and conditions for Storebælt Disability

1. General

- 1.1 These terms and conditions (the "Agreement") apply to your (the "Customer") use of the discount product Storebælt Disability (the "Product"). The Agreement and the Product are offered by A/S Storebælt (CVR no. 10634970, Storebæltvej 70, DK-4220 Korsør, Denmark, email: kundeservice@sbfdk.dk).

A/S Storebælt collaborates with Disabled People's Organisations Denmark (CVR no. 14766383, Blekinge Boulevard 2, DK-2630 Taastrup, Denmark) which assists A/S Storebælt in registering and verifying the Customer's information for the purpose of the Customer being able to conclude this Agreement and use the Product.

2. Prerequisites for the Customer's access to the Agreement and the Product

- 2.1 It is a prerequisite for the Customer's access to the Agreement and the Product that the Customer fulfils the following in either point 2.1.1 or point 2.1.2:
- 2.1.1 For those with an address in Denmark:
- a) The Customer must have an agreement with an issuer to enable their vehicle to be identified and registered in Storebælt's toll station using the number plate of the Customer's vehicle ("Number Plate Payment"). The Number Plate Payment solution must be offered by a company that has entered into an agreement with A/S Storebælt regarding the use of Number Plate Payment on the Storebælt ("Issuer"). A list of approved Issuers can be found here: <https://storebaelt.dk/en/prices-and-discounts/issuers/>.
 - b) The Customer must have an active local agreement with A/S Storebælt ("A/S Storebælt terms and conditions for Storebælt Privat (Private)"),
 - c) The Customer must hold a valid disabled parking card or EU parking card for people with disabilities associated with one defined vehicle (or live at the same address as someone with a valid disabled parking card), or
 - d) The vehicle to be covered by the Agreement and the Product must be registered at the same address as the person who fulfils point c).
- 2.1.2 For those with an address in another EU Member States (excluding Denmark):
- a) The Customer must have an agreement with an issuer to enable their vehicle to be identified and registered in Storebælt's toll station using a bizz or other in-vehicle equipment linked to the number plate of the Customer's vehicle ("bizz"). The bizz must be offered by a company that has entered into an agreement with A/S Storebælt regarding the use of a bizz on the Storebælt ("Issuer"). A list of approved Issuers can be found here: <https://storebaelt.dk/en/prices-and-discounts/issuers/>.
 - b) The Customer must have an active local agreement with A/S Storebælt ("A/S Storebælt terms and conditions for Storebælt Privat (Private)"),

A/S Storebælt

Vester Søgade 10
DK-1601 Copenhagen V,
Denmark

Phone +45 70
15 10 15
www.storebaelt.dk

CVR no. 10 63 49 70

- c) The Customer must hold a valid EU parking card for people with disabilities associated with one defined vehicle (or live at the same address as someone with a valid disabled parking card),
 - d) The vehicle to be covered by the Agreement and the Product must be registered at the same address as the person who fulfils point c).
- 2.2 There can be only one vehicle associated with this Agreement and Product. If the Customer wishes to change the vehicle and thereby the number plate associated with the Agreement, the Customer must terminate the Agreement, cf. point 5. The Customer may then change their number plate with the Issuer and then set up a new agreement, cf. point 3.1.

3. Customer's conclusion of the Agreement

- 3.1. The Customer can gain access to sign up for this Agreement through the Disabled People's Organisations Denmark. All registration, documentation, and approval of the above in point 2.1 takes place upon the Customer's initial registration and verification with the Disabled People's Organisations Denmark via the website www.handicap.dk.
- 3.2. A/S Storebælt will, in connection with the conclusion of the Agreement, exchange information with Disabled People's Organisations Denmark in order to verify that the Customer is entitled to have access to the Agreement, cf. also point 7.
- 3.3. The Customer is responsible for ensuring that all of the information they provide is correct and up-to-date. If the Customer has provided incorrect, inaccurate, or outdated information, A/S Storebælt reserves the right to cancel the Agreement, cf. point 9 below.

4. Amendments by A/S Storebælt

- 4.1. A/S Storebælt reserves the right to amend the terms of the Agreement by giving one (1) month's notice. Amendments may be made, for example, to: address inflation; cover external costs associated with the Product; cover changes in taxes and fees; address changes to the Product; and address changes in legislation, regulation, or practice.
- 4.2. Notice of any new terms will be made by post, email, or SMS. Amendments that are not to the Customer's disadvantage can be made without giving prior notice through publication on A/S Storebælt's website.

5. Duration and termination of the Agreement

- 5.1. The Agreement runs until it is terminated. Cessation of use of the Product does not in itself constitute termination. The Customer can terminate the Agreement at any time, while A/S Storebælt can terminate the Agreement by giving one (1) month's notice. To terminate the Agreement, the Customer must send an email to kundeservice@sbf.dk stating their full name, customer number, bizz number or number plate, email address, and phone number.

6. Discounts and checks

- 6.1. With the Product, the Customer receives a discount on the current price of a crossing, on all trips across the Storebælt. Current prices and discounts can be found at <https://www.storebaelt.dk/handicap>.
- 6.2. The Product cannot be combined with the other Storebælt discount schemes.
- 6.3. A/S Storebælt reserves the right, at any time, to check whether the Customer fulfils the prerequisites for having access to the Agreement and Product. If the Customer does not fulfil the prerequisites in point 2.1 at the time of passing through Storebælt's toll station, the Customer is not entitled to the discount price described in this point 6. In such cases, the Customer must pay the regular list price for their crossing and reimburse A/S Storebælt for any unauthorised discount amounts obtained. A/S Storebælt may also charge the Customer a surcharge, cf. the Act on Sund & Bælt Holding A/S.

7. Processing of payments, discounts, and complaints

- 7.1. Invoicing and payment for crossing the Storebælt when using the Product takes place via the Issuer that has issued the Number Plate Payment Agreement or the bizz associated with the Product, and in accordance with the conditions that the Issuer has drawn up for this.
- 7.2. Complaints about a crossing over the Storebælt must be directed to A/S Storebælt as soon as possible after the Customer becomes aware of the situation that they wish to complain about. Complaints must be made within 60 days to be considered timely.

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

- 8.1. You can read more about A/S Storebælt's processing of personal data in Storebælt's privacy policy, which can be found at www.storebaelt.dk/privacy.

9. Breach

- 9.1. In the event of a significant breach of the Agreement, A/S Storebælt may terminate the Agreement with immediate effect.
- 9.2. Among other things, the following are considered a material breach:
 - Providing false or misleading information.
 - The Customer failing to notify that they no longer meet the requirements for the Agreement and for using the Product.
 - Other use of the Product in breach of this Agreement.

10. Transferability

- 10.1. The Agreement is non-transferable for the Customer. A/S Storebælt reserves the right to transfer the Agreement in whole or in part to other companies in the Sund & Bælt group without the consent of the Customer.

11. Complaints process

- 11.1. The Customer is always welcome to contact our customer service team should they have a complaint. Our customer service team can be contacted by phone on +45 70 15 10 15, by email at kunde@sbfdk, or in writing at A/S Storebælt, Storebæltssvej 70, DK-4220 Korsør, Denmark.
- 11.2. If no solution can be found and the Customer is a consumer, a complaint can be made to the Centre for Complaints Resolution, Nævnenes Hus, Toldboden 2, DK-8800 Viborg, Denmark, if the conditions for making a complaint are met. The Customer can complain to the Centre for Complaints Resolution via www.forbrug.dk.
- 11.3. The European Commission's online complaints portal can also be used for consumers to submit a complaint. This is particularly relevant if the Customer is a consumer residing in another EU country. The Customer can submit their complaint at the following link: <http://ec.europa.eu/odr>. When submitting a complaint, our email address must be stated: kunde@sbfdk.

12. Jurisdiction and legal venue

- 12.1. The Agreement is subject to Danish law. If the Customer is a consumer, the legal venue is subject to the mandatory rules on consumer protection that apply in the country where the Customer resides.
- 12.2. Any dispute arising from the Agreement must be settled by Copenhagen City Court. If the Customer is a consumer, disputes must be settled at the Customer's home court.

12.3. A/S Storebælt can be contacted by phone on +45 70 15 10 15, by emailing kundeservice@sbfdk, or in writing at A/S Storebælt, Storebæltvej 70, DK-4220 Korsør, Denmark. In addition, please refer to www.storebaelt.dk for further information.

These terms apply from March 23, 2023.