

1. What is a print@home ticket?

After the booking has been made you will receive a booking confirmation including your ticket as a PDF-document, so you can print it at home. You do not need any special software except an Adobe Acrobat Reader to receive the print@home ticket.

2. What different kinds of DüsseldorfCards are there?

There are cards for individuals (1 person) and groups (up to 3 adults or families of 2 adults and up to 2 children aged 14 and under). You can choose from tickets with a validity of 24, 48, 72 or 96 hours.

Gültigkeit	Individual	Group/Family
24 h	€10,00	€19,00
48 h	€15,50	€29,00
72 h	€21,00	€39,00
96 h	€26,50	€49,00

3. When and how long is the DüsseldorfCard valid?

The DüsseldorfCard is valid from the chosen time for up to 24, 48, 72 or 96 hours.

4. Where can I buy the DüsseldorfCard?

You can purchase the card online (www.duesseldorf-tourismus.de/en/duesseldorfcard), by phone, in one of our tourist-information offices (close to the central station or in the Old Town of Düsseldorf) or at ticket machines of the Rheinbahn in Düsseldorf. Further, several hotels in Düsseldorf are selling the DüsseldorfCard as well.

5. I did not receive an email with my DüsseldorfCard, what can I do?

If you did not receive an email please do let us know by sending us a short email (welcome@duesseldorf-tourismus.de) or call us (+49 211 17 202 854) and we will re-send the card to you.

6. Where do I get the DüsseldorfCard brochure?

The DüsseldorfCard brochure including a detailed overview of all reduced and free offers can be picked-up at one of our tourist-information offices at the central station or in the Old Town. Alternatively you can download the e-brochure here: www.duesseldorf-tourismus.de/nc/broschueren.

7. Which advantages does the DüsseldorfCard offer?

You can use all public transportation in the city area of Düsseldorf (zone A) for free and get free or reduced entry to many museums, sights and sightseeing offers. Further information about services and benefits of the DüsseldorfCard can be found here: www.duesseldorf-tourismus.de/en/duesseldorfcard.

8. Can I use several discounts at the same time?

Unfortunately it is not possible to combine discounts of different cards as all discounts are based on the standard rate.

9. In which area can I use the DüsseldorfCard?

The DüsseldorfCard allows you to travel on all public busses, metro and other trains (RE, RB, S-Bahn in 2nd class) within the city area of Düsseldorf (zone A). This also includes the journey to/from Düsseldorf airport.

10. Why do I have to provide names when booking the DüsseldorfCard?

The DüsseldorfCard is bound to a specific person, whose name will be printed on the card. It is also not transferable to someone else. Please note that when booking a group ticket only 1 name of the group will be printed on the ticket.

11. Is the DüsseldorfCard transferable to other people?

No, the DüsseldorfCard is bound to the person printed on the ticket and therefore not transferable to other people. After your booking the name cannot be changed anymore.

12. Can I make any changes to my booking after the card has been paid?

After payment it is not possible to make any further changes.

13. What do I have to keep in mind when booking the group ticket?

All group members have to travel together, because there will only be 1 ticket issued for the whole group.



from €10