

# Public transport

in and around Hamburg



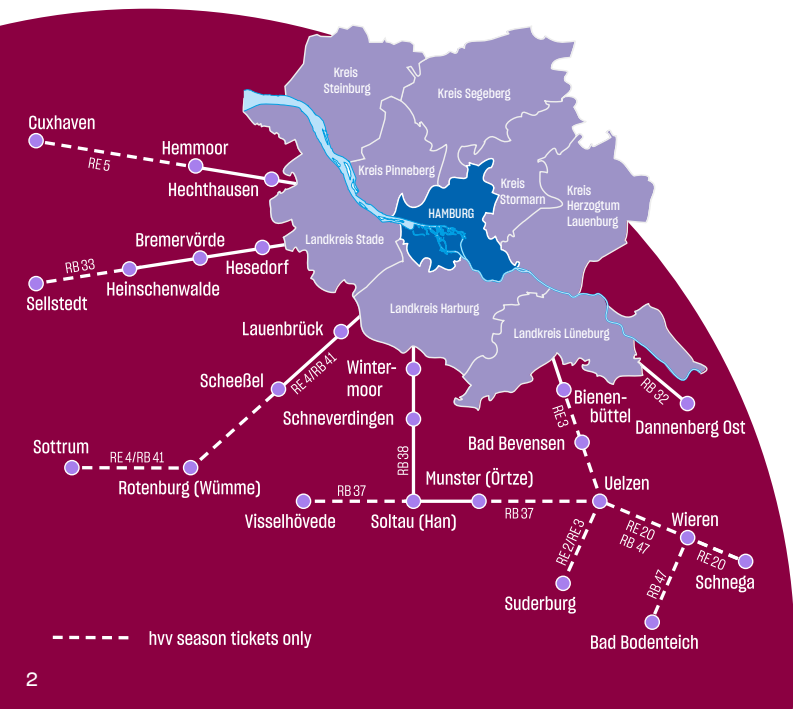
# Welcome on board

The Hamburg Public Transport Association (Hamburger Verkehrsverbund/hvv) provides attractive and modern local transport services at reasonable prices. It was the first of its kind in the world when it was founded in 1965 and has been getting people where they want to go in and around Hamburg ever since.

The hvv area extends over about 9,700 square kilometres in the Hamburg metropolitan region and covers Hamburg itself as well as the 8 administrative districts of Steinburg, Pinneberg, Segeberg, Stormarn, Lauenburg, Lüneburg, Harburg and Stade. Hamburg AB comprises the city of Hamburg and a number of surrounding towns and country districts.

In the districts of Cuxhaven, Heidekreis, Lüchow-Dannenberg, Rotenburg (Wümme) and Uelzen, hvv tickets are accepted in regional trains RB/RE and on some buses. In fare rings G and H, the hvv fare system only applies for season tickets.

You can find all you need to know under [hvv.de/en](https://hvv.de/en).



# Contents

Our products	4
Single, Day and Group Tickets	10
Hamburg CARD	12
Season Tickets	13
Buying your ticket	18
hvv service centres	19
Timetable and travel information	20
Mobility on call   Bike on board	21
Lost and found	22
Park+Ride	23
Safety first	24
No barriers to travel	26
Overviews	
• Metro buses	8
• Rapid transit/regional rail	27
• Fare zone plan	28

2.7 million people use the hvv network on an average working day (figures from 2019), and they all benefit from the advantages a strong transport association can offer them: 30 affiliated transport companies, some 870 rapid transit and regional rail lines, bus and ferry services make sure that you get wherever you want to go.

### A double-track approach

You can reach your destination in comfort by rail, road and river transport. You save time and money, not to mention avoiding the hassle of driving. You are sure to find 1 of our 10,000 bus stops, rapid transit or railway stations somewhere near you.

#### Keeping time

We get you where you want to go. Underground and rapid transit services as well as most Metro buses run at 5 to 10 minute intervals in Hamburg AB on weekdays up to about 11 pm.

Underground and rapid transit trains keep running in Hamburg and Norderstedt every 20 minutes through the night from Friday to Saturday and Saturday to Sunday and before a public holiday.

#### Our core competence

The rapid transit and regional rail services provide a network of fast, direct connections spanning the hvv area whatever traffic conditions are like on the roads.

**U** U1 • U2 • U3 • U4

**S** S1 • S11 • S2 • S21 • S3 • S31

**A** A1 • A2 • A3

**R** RB 31 • RB 32 • RB 33 • RB 37 • RB 38 • RB 41 • RB 47 •  
RB 61 • RB 62 • RB 71 • RB 81 • RB 82

RE 1 • RE 2 • RE 3 • RE 4 • RE 5 • RE 6 • RE 7 •  
RE 8 • RE 20 • RE 70 • RE 80 • RE 83

**RB (RegionalBahn):** Trains stop at all stations on the line in question.

**RE (RegionalExpress):** Fast connections – trains only stop at most-used stations.

You can find an overview of the rapid transit and rail service network on p. 27.



### Travel in style

About 820 bus lines run in addition to the rapid transit and regional trains.



#### Metro buses (MetroBusse) Lines 1–29

run a service every few minutes connecting you to the rapid transit and regional rail services in Hamburg AB. You can find an overview of the Metro bus lines on pp. 8/9.

#### Xpress buses (XpressBusse) Lines X3–X80

provide a direct link with limited intermediate stops to major interchange points and important destinations, so you get where you want to go faster – at no extra charge.

#### City and regional lines (Stadt- und RegionalBusse)

get you to the rapid transit and regional rail stations and connect outlying villages and metropolitan districts.

#### Night buses (NachtBusse) | Lines 600–688

run Sunday night until Thursday night in most parts of Hamburg and some adjoining districts. At the weekends, they supplement the all-night regular services.



### Watertight



#### Ferries (Fähren) | Lines 61–75 | 5160 | 5170

Enjoy a trip with 1 of our 8 ferry services in the Port of Hamburg. Your hvv ticket is valid here, too. You can also use the ferries between Amt Neuhaus (administrative district of Lüneburg) and the west bank of the Elbe.



### Evening and night services

“Off we go” is not only the motto during the day in Hamburg, there is loads going on in the evenings and at night, too – and we will take you there so that you can be part of the action. Take the bus or train to the cinema or theatre, the disco or your favourite club – and we will get you back home again.

#### Let us take you where the bright lights are

Our buses, rapid transit and regional trains keep going well into the night for you in Hamburg AB. Underground and rapid transit services and most Metro buses run every 5 or 10 minutes up to about 11 pm on weekdays. All services continue until approximately half past midnight.

In the nights from Friday to Saturday and Saturday to Sunday and before a public holiday, all rapid transit lines with the exception of the A3 have an all-night service – at least hourly. Underground and rapid transit services in Hamburg and Norderstedt keep running every 20 minutes through the night at weekends. Not only that, there is a network of special bus services. So go out and have a night on the town – we will make sure you get home safe and sound.

#### Night buses

run Sunday night until Thursday night after the rapid transit system closes down (around half past midnight) in most parts of Hamburg and some adjoining districts every half hour or full hour. They supplement the all-night regular services at the weekends and take passengers out to Hamburg’s surrounding region. They all meet up at the central junction at Rathausmarkt in front of Hamburg’s Town Hall.



#### Just stop and get off

In order to get home safely in the evenings, we can offer you a special service. From 7 pm on many buses outside the Hamburg city centre you can just ask the driver to stop where it is convenient for you and get off. This service is available all day on Sundays and public holidays.

Getting off “between stops” means that you get home sooner and have a more comfortable journey in the evenings – and it’s safe as houses.



#### What you should do

Please remember that the bus driver has to observe normal traffic rules. That means that for your own safety you are not allowed to get off at a red light or in a no stopping area.

- Tell the bus driver where you want to get off in plenty of time. It will then be his decision whether the traffic allows him to stop at the place you want.
- Please only use the front doors when leaving the bus.
- Since it is only possible to ensure safe and uncomplicated unloading of wheelchairs, walkers or prams at regular bus stops, this service is not available for these passengers.



#### Put 2 + 2 together

The hvv has cooperation arrangements with many theatres and organisers of concerts and other events. The tickets for these double as a return ticket to get there and back and are valid in fare rings A – F. Please make sure to check that this information is printed on your theatre or entrance ticket.





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To help prevent Covid-19, official guidelines require passengers to wear a mask covering their mouth and nose.

You can reach us every day, even at weekends. We will be happy to advise you on departure times, routes and tickets.



**hvv.de**  
**040 / 19 449**

Information · Service  
Fahrpläne / Timetables

And off you go!

Single Tickets

1 journey for those who only travel with us now and again  
in fare rings A – F only, for 1 journey, no return, not transferable

Day and Group Tickets


Travel as often as you like on the same day.

- Most times it pays to get a 9 am Day Ticket even if you only make 2 journeys.
- If you travel in a group, you can save money with a 9 am Group Ticket. This gives you flat rate travel for up to 5 people of any age for 1 day. It is even worth it just if there are 2 of you.

in fare rings A – F only, for as many journeys as you like, transferable, valid until 6 am the following morning.

In fare rings G and H, the hvv fare system only applies for season tickets. Children under the age of 6 and dogs travel free of charge.

Buying Single and Day Tickets

You can obtain Single and Day Tickets from bus drivers, ticket machines, on your smart-phone or in the Online Shop at [hvv.de/en](https://hvv.de/en). You will find ticket machines at many bus stops and every  station. N.B.: tickets cannot be bought on the trains.



Tickets do not have to be stamped and cancelled before commencing your journey.



hvv App

You can call up real time info and buy tickets straight away with the hvv App for iOS and Android. And you get 7% off with every purchase! This does not apply to weekly and monthly season tickets or the Hamburg CARD.



Areas/Fare zones see p. 28 for details	Single Tickets Einzelkarten 1 person   1 trip		9 am Day Tickets <sup>1</sup> 9-Uhr-Tageskarten 1 person + 3 children aged 6 – 14	
	regular	online <sup>2</sup>	regular	online <sup>2</sup>
Hamburg AB or 1–2 fare rings	3.50	3.26	6.90	6.42
3 fare rings	5.60	5.21	10.70	9.95
4 fare rings	7.60	7.07	13.60	12.65
5 fare rings	9.20	8.56	17.40	16.18
Fare rings A – F	10.90	10.14	20.20	18.79
Short journey   Kurzstrecke in Hamburg AB only	1.80	1.67	Upgrade fare for 1st class on regional trains RB/RE	
Local journey   Nahbereich in Hamburg AB only	2.40	2.23	Citycard   Stadtverkehr <sup>3</sup>	
1 fare Zone in fare rings C – F only	2.40	2.23	Bicycle Ticket RB/RE   Fahrradkarte RB/RE	
2 fare zones in fare rings C – F only	3.10	2.88	Platform Ticket   Bahnsteigkarte	

All Day Tickets Ganztageskarten 1 person + 3 children aged 6 – 14		9 am Group Tickets <sup>1</sup> 9-Uhr-Gruppen- karten up to 5 persons any age		Single Tickets Child Einzelkarten für Kinder aged 6 – 14		All Day Tickets Child Ganztageskarten für Kinder aged 6 – 14	
regular	online <sup>2</sup>	regular	online <sup>2</sup>	regular	online <sup>2</sup>	regular	online <sup>2</sup>
8.20	7.63	12.90	12.00	1.30	1.21	2.50	2.33
12.50	11.63	19.80	18.41	–	–	–	–
16.40	15.25	25.80	23.99	–	–	–	–
20.50	19.07	26.90	25.02	2.60	2.42	5.00	4.65
24.30	22.60	27.90	25.95	3.90	3.63	7.50	6.98
valid in fare rings A – F only for 1 journey (single and season tickets) or for 1 day (day and group tickets)						2.20	2.05
valid for 1 journey						1.80	1.67
1 day for 1 bike on regional trains RB/RE, valid in fare rings A – F only						3.50	3.26
valid for 1 hour at the station where you bought it						0.10	–

1 valid Mon – Fri from 0.00 am to 6 am and from 9 am until 6 am the following morning, all day on Sat, Sun and public holidays

2 You get 7% off if you buy a ticket via the hvv App, the hvv switch App, the hvv Card and at the hvv Online Shop.

3 valid in the city centres of Buxtehude, Lüneburg and Stade as well as in the defined area in Adendorf, Bad Bramstedt, Bad Oldesloe, Bad Segeberg, Elmshorn, Geesthacht, Glückstadt, Itzehoe, Kaltenkirchen, Kellinghusen/ Wrist, Mölln, Ratzeburg, Reinfeld, Schwarzenbek, Uetersen/Tornesch, Wahlstedt and Winsen (Luhe)

• You will need an upgrade ticket to use the 1st class on regional trains RB/RE.

• In the districts of Cuxhaven, Heidekreis, Lüchow-Dannenberg, Rotenburg (Wümme) and Uelzen, hvv tickets are accepted in regional trains RB/RE and on some buses.

## Experience, travel & save with the Hamburg CARD

With the classic Hamburg CARD you can explore the Hanseatic city flexibly at a bargain price. It gives you unlimited free travel on buses, trains and hvv ferries in Hamburg AB and you get up to 50% off on more than 150 tourist offers. Save money on harbour, Alster and city tours as well as at museums, tourist attractions, musicals and theatres!

Hamburg CARD (Hamburg AB)	Single Tickets 1 person + 3 children aged 6–14	Group Tickets up to 5 persons any age
1 day	10.90	18.90
2 days	19.90	33.90
3 days	28.90	48.90
4 days	37.90	63.90
5 days	44.90	78.90

## Hamburg CARD plus Region

Discover Hamburg and the surrounding area and save money – travel as often as you like in fare rings A–E!



### Single Tickets

1 person and 3 children aged 6–14:  
1 day = € 23.50 | 3 days = € 62.50

### Group Tickets

up to 5 persons any age:  
1 day = € 41.50 | 3 days = € 98.50

### You can get the Hamburg CARD here:

- at ticket machines and via the hvv App, in the Online Shop at [hvv.de/en](https://www.hvv.de/en) and in all our hvv service centres
- at Hamburg Tourist Information offices (Hauptbahnhof, harbour, airport) as well as in many Hamburg hotels and at youth hostels
- in the internet under [www.hamburg-card.de](https://www.hamburg-card.de) and in the App “Hamburg – Experiences & Savings”



**Tip:** If you are here for more than 5 days, our weekly 24/7 Season Ticket is ideal for you. You can get it with the hvv App, in the Online Shop at [hvv.de/en](https://www.hvv.de/en) and in all hvv service centres. You don't need a photo. And you are free to choose the day you want it to start! See p. 14 for further details.

## You've got a ticket to ride

For all those who use our services regularly we offer our weekly and monthly season tickets at budget prices – you choose the start date for your ticket to suit your plans. Monthly season tickets can also be ordered for the whole year: travel for a full 12 months and save nearly 20%. Why not give it a try – there is no risk to you. Information on the trial period for the all-year season ticket under [hvv.de/en/trial-period](https://hvv.de/en/trial-period)

You can buy the tickets at our hvv service centres, see p. 19. All locations can be found at [hvv.de/en](https://hvv.de/en). Please make sure to bring along a passport photo. Season tickets are not transferable.

- **24/7 Season Tickets (Vollzeit-Karten)**  
A month's travel at a reasonable price
- **Off-Peak Season Tickets (Teilzeit-Karten)**  
Just right for those who can travel outside peak hours – valid for 1 person and 3 children (aged 6–14) Mon–Fri from 9 am to 4 pm and from 6 pm until 6 am the following morning, all day on Sat, Sun and public holidays.
- **Season tickets for senior citizens 63+ (Senioren-Karten)**  
Valid for 1 person aged 63+. No time restrictions. That means you get much cheaper travel than with a 24/7 season ticket.
- **Season tickets for school children, apprentices and students (Schülerinnen, Schüler, Auszubildende und Studierende)**  
Reduced-price season tickets are available for all those attending normal primary or secondary school or in a recognised course of vocational training. School children who live in Hamburg can travel at a particularly favourable price. Info on the Schools Special on p. 16. The super saver for apprentices/trainees is the BonusTicket, available in Hamburg and some surrounding districts (see p. 17). At many colleges and universities, students automatically get a SemesterTicket for fare rings A–E.
- **Social discount on tickets**  
Citizens of Hamburg receiving social benefits qualify for a social discount of € 23 per person and month from the City of Hamburg on hvv season tickets (monthly and all-year season tickets as well as ProfiTickets). You can find out more under [www.hamburg.de/sozialkarte](https://www.hamburg.de/sozialkarte).



## Just moved here?

Travel free of charge for 7 days on the hvv. You can find all you need to know about our special offer here: [hvv.de/en/just-moved](https://hvv.de/en/just-moved)

# Season Tickets

Areas/Fare zones see p. 28 for details	24/7 Season Tickets <sup>1</sup> Vollzeit-Karten			
	Flexi-week	Flexi-month	All year <sup>1</sup> (per month)	Saved with subscription <sup>3</sup>
1 fare zone In fare rings C–H only	14.30	54.50	44.70	117.60
2 fare zones	18.70	71.30	58.50	153.60
3 fare zones	26.10	99.50	81.60	214.80
Hamburg AB or 4 fare zones	30.00	114.30	93.70	247.20
Hamburg AB + 1 fare zone or 5 fare zones	37.70	143.60	117.80	309.60
Hamburg AB + 2 fare zones or 6 fare zones	45.40	172.90	141.80	373.20
Hamburg AB + 3 fare zones or 7 fare zones	53.10	202.20	165.80	436.80
3 fare rings	45.40	172.90	141.80	373.20
4 fare rings	56.50	215.00	176.30	464.40
5 fare rings	60.10	228.60	187.40	494.40
6 fare rings	67.00	254.90	209.00	550.80
7 fare rings	68.10	259.00	212.40	559.20
Entire network	68.90	262.00	214.80	566.40
Upgrade for 1st class on regional trains RB/RE				
Entire network	14.60	55.40	45.60	117.60

- 1 With all-year 24/7 Season Tickets you can travel in the entire network on Sat, Sun and public holidays irrespective of the area of validity specified on your ticket. 1 other person and 3 children (aged 6–14) can accompany you then free of charge (also on Christmas Eve and New Year's Eve).
- 2 Off-Peak Season Tickets are valid for 1 person and 3 children (aged 6–14) Mon – Fri from 9 am to 4 pm and from 6 pm until 6 am the following morning, all day on Sat, Sun and public holidays.
- 3 Saving per year compared with buying 12 monthly season tickets
- Children under the age of 6 and dogs travel free of charge.

## Supplementary tickets (valid in fare rings A–F) Ergänzungskarten

Areas see p. 28 for details	regular	online <sup>4</sup>
Hamburg AB or 1–2 fare rings	2.40	2.23
3 fare rings	4.80	4.46
5 fare rings	7.20	6.70
Fare rings A–F	9.60	8.93
Child (aged 6–14) up to 5 fare rings	1.30	1.21
Child (aged 6–14) fare rings A–F	2.60	2.42

- In fare rings A–F only, for 1 journey outside the fare zones on your season ticket – must be bought immediately before you begin the journey.
- 4 You get 7% off if you buy a ticket via the hvv App, the hvv switch App, the hvv Card and at the hvv Online Shop.

Off-Peak Season Tickets <sup>2</sup> Teilzeit-Karten			Senior citizens 63+ Senioren-Karten		
Flexi-month	All year (per month)	Saved with subscription <sup>3</sup>	Flexi-month	All year (per month)	Saved with subscription <sup>3</sup>
39.90	32.70	86.40	39.10	32.10	84.00
–	–	–	–	–	–
45.90	37.60	99.60	–	–	–
66.90	54.90	144.00	65.80	54.00	141.60
–	–	–	–	–	–
92.20	75.60	199.20	90.40	74.10	195.60
–	–	–	–	–	–
92.20	75.60	199.20	90.40	74.10	195.60
–	–	–	–	–	–
111.00	91.00	240.00	109.10	89.50	235.20
–	–	–	–	–	–
–	–	–	–	–	–
149.90	122.90	324.00	147.40	120.90	318.00
27.70	22.80	58.80	27.70	22.80	58.80

- For weekly, 24/7 and Off-Peak Season Tickets, season tickets for senior citizens 63+ and the upgrades for 1st class on regional trains RB/RE you can choose the time they are to be valid flexibly: e. g. from Tuesday to the following Monday or from the 18th of a month to the 17th of the following month.
- Season tickets for school children, apprentices and students as well as the corresponding upgrades are valid for 1 calendar month.
- All season tickets and upgrades are valid from 0.00 am of the first day of validity (or the first day of the calendar month) till close of services on the last day of validity (or the last day of the calendar month). Close of services means 6 am the following morning.
- For all season tickets: The upgrade fare for 1st class on regional trains RB/RE is € 2.20 (online € 2.05) per journey, valid in fare rings A–F.
- If you have lost your all-year season ticket, you can get a replacement from your hvv customer service. Just bring along your ID/passport and if necessary a passport photo. We will debit the charge of € 15 from your account. If you apply via [hvv.de/en/meinhvv](https://hvv.de/en/meinhvv), it only costs € 5. Let us save your photo the first time you apply and then it can be used again for the replacement ticket.
- In the administrative districts of Cuxhaven, Heidekreis, Lüchow-Dannenberg, Rotenburg (Wümme) and Uelzen, hvv tickets are accepted in regional trains RB/RE and on some buses. In fare rings G and H, the hvv fare system only applies for season tickets.
- Season tickets are not transferable.
- All tickets are issued subject to the hvv terms and conditions of carriage (hvv Gemeinschaftstarif).



Many companies offer their employees the ProfiTicket. Ask your employer for further details! You can find out more at [hvv.de/en/profiticket](https://hvv.de/en/profiticket).



Season tickets for school children

For children in normal primary or secondary education there are reduced-price monthly and all-year season tickets. You need a hvv entitlement form for this, which must be filled in and then validated by the school. The form can be obtained at any hvv service centre, or often from the school secretariat.

Additional tickets for siblings

Do you have more than 1 child going to school? Then the first child can get a main ticket and the other(s) an additional ticket. You save about 20% with this arrangement. When you buy the additional ticket you need to show the main ticket as proof of entitlement. These tickets can be obtained at any hvv service centre, see p. 19.

Areas/Fare zones see p. 28 for details	Main tickets Schüler-Hauptkarten			Additional tickets for siblings Geschwister-Nebenkarten		
	Calendar month	All year (per month)	Saved with subscription <sup>1</sup>	Calendar month	All year (per month)	Saved with subscription <sup>1</sup>
1 fare zone in fare rings C–H only	40.10	32.90	86.40	30.50	25.00	66.00
Hamburg AB, administrative district or 2 fare zones (if crossing districts)	52.40	43.00	112.80	42.80	35.10	92.40
5 fare rings	73.30	60.20	157.20	63.70	52.30	136.80
Entire network	113.50	93.00	246.00	103.90	85.10	225.60
Upgrade for 1st class on regional trains RB/RE						
Entire network	55.40	45.60	117.60	55.40	45.60	117.60

1 Saving per year compared with buying 12 monthly season tickets  
• The upgrade fare for 1st class on regional trains RB/RE is € 2.20 (online € 2.05) per journey, valid in fare rings A–F.  
• For information on supplementary tickets see p. 14

Schools Special for Hamburg

The City of Hamburg is sponsoring environmentally friendly mobility for all school children living in Hamburg with its Schools Special initiative. All main all-year season tickets for school children get € 13 off, whatever their area of validity, while all-year sibling season tickets cost € 5.10 less. That means: Hamburg AB € 30, 5 fare rings (ABCDE) € 47.20, entire network € 80 a month as an all-year season ticket. In Hamburg the distinction between main and sibling all-year season tickets no longer applies. You can find more details under [hvv.de/school](http://hvv.de/school)

Season tickets for apprentices and students

Apprentices, trainees and students are also entitled to reduced-price monthly and all-year season tickets. They need a hvv entitlement form. The hvv entitlement forms for apprentices/trainees must be validated by the firm at which they are employed as well as the competent accreditation authority (e.g. the Chamber of Crafts or Commerce). If students have not automatically been issued with a SemesterTicket, they can get a hvv entitlement form and have it validated by their place of education. Information, forms to fill in and tickets can be obtained at any hvv service centre, see p. 19.

Areas/Fare zones see p. 28 for details	Calendar month	All year (per month)	Saved with subscription <sup>1</sup>
1 fare zone in fare rings C–H only	40.10	32.90	86.40
2 fare zones	52.40	43.00	112.80
3 fare zones	73.30	60.10	158.40
Hamburg AB or 4 fare zones	84.10	69.00	181.20
Hamburg AB + 1 fare zone or 5 fare zones	105.90	86.80	229.20
Hamburg AB + 2 fare zones or 6 fare zones	127.20	104.30	274.80
Hamburg AB + 3 fare zones or 7 fare zones	148.90	122.10	321.60
3 fare rings	127.20	104.30	274.80
4 fare rings	158.30	129.80	342.00
5 fare rings	168.20	137.90	363.60
6 fare rings	187.80	154.00	405.60
7 fare rings	191.00	156.50	414.00
Entire network	193.40	158.80	415.20
Upgrade for 1st class on regional trains RB/RE			
Entire network	55.40	45.60	117.60

1 Saving per year compared with buying 12 monthly season tickets  
• The upgrade fare for 1st class on regional trains RB/RE is € 2.20 (online € 2.05) per journey, valid in fare rings A–F.  
• For information on supplementary tickets see p. 14

BonusTicket for apprentices/trainees

In Hamburg and in some surrounding districts there is now a particularly attractive option: the BonusTicket, available as an all-year season ticket or a ProfiTicket. With this, you can travel for about € 30/month on the entire hvv network. This is possible due to a financial subsidy from the City of Hamburg and/or the surrounding administrative districts. The company where you are doing your course must also contribute some € 20/month. More details at [hvv.de/en/bonus](http://hvv.de/en/bonus) or under 040/19 449

### Cashless payment

You can buy the following tickets by cashless payment with the hvv App or the hvv Card and in the Online Shop:

- Single, day, group and weekly tickets
- Supplementary and bicycle tickets RB/RE
- Upgrade tickets for 1st class on regional trains RB/RE
- the Hamburg CARD

You can also buy the main single and day tickets via the hvv switch App. You get a discount of 7% on every purchase. This does not apply to weekly, monthly and all-year season tickets or the Hamburg CARD.



#### The hvv App

You can call up real time info and buy tickets straight away via the hvv App for iOS and Android – this includes monthly season tickets (24/7, off-peak and senior citizens 63+).

#### The hvv Card

You can get a hvv Card at the Online Shop and in any hvv service centre. If you have an all-year season ticket, the hvv Card will be sent to you automatically. If you activate the purchase function you can use your hvv Card to buy tickets without cash at a ticket machine or on the bus. It can also be used to buy and extend weekly or monthly season tickets at ticket machines.

#### The Online Shop | [hvv.de/en](https://hvv.de/en)

Get your tickets up to 14 days in advance and print them out immediately or save them to your smartphone! In addition you can order your hvv Card here:

- with the purchase function for tickets
  - with an all-year 24/7 or off-peak season ticket
- You will need a digital photo for your hvv Card. We will then send your card by post within a few days.



#### Frequent travellers, are you listening?

Save up to 20% with a hvv all-year season ticket! You can change your season ticket monthly and cancel it to the end of any month. All-year season tickets are available at any hvv service centre (see p. 19 opposite) and with some restrictions also at the Online Shop.

### hvv service centres

You can come in to any of about 80 hvv service centres to get advice on the best ticket for you, buy your monthly season ticket or sign on for an all-year season ticket. On top of that, you can get free information brochures, entitlement forms for apprentices/trainees and much more.

We look forward to seeing you. You can find addresses and opening times at [hvv.de/en/service](https://hvv.de/en/service) and under **040/19 449**.

#### hvv service centres in the Hamburg city centre as per January 2022

Hauptbahnhof	Wandelhalle, entrance Kirchenallee Mon – Fri 7 am – 7 pm, Sat + Sun 10 am – 6 pm
Hauptbahnhof	U Hauptbahnhof Süd, entrance Kirchenallee Mon – Fri 6 am – 8 pm
Dammtor	Bf. Dammtor, DB Reisezentrum Mon – Fri 6 am – 9 pm, Sat 7 am – 8 pm, Sun 8 am – 8 pm
Johanniswall	U Steinstraße, Johanniswall corner of Steinstraße Mon – Fri 10 am – 6 pm
Jungfernstieg	U S Jungfernstieg, entrance Neuer Wall, Alsterpassage closed for renovation till spring 2022








## Timetable information

### hvv.de/en | hvv App

You can find your own personal timetable here. Just enter the starting point and destination (stop, street and house number or a place of interest) and the time you wish to leave or arrive. You will receive the connection with the nearest stop, the journey time including walking time as well as the price of a single fare. You can also find information for specific stops and individual lines at [hvv.de/en](http://hvv.de/en).

### Real time info



You can see at a glance in the hvv App and the timetable info at [hvv.de/en](http://hvv.de/en) if buses or trains are running on time. The following real time info is displayed: all rail services      Autokraft, HOCHBAHN, KVG, KViP, RMVB and VHH buses.

### Timetables

The hvv timetable is published once a year in a convenient format in 9 different versions. You can find lots more important information here. The timetables are available at all hvv service centres and at bookshops and newsagents.

## Travel information

### Find your way

We want you to be able to find your way around without any trouble. That's why we hang maps of the surrounding area and of the city, tariff plans, timetables and plans of the different routes at all our stations. On the underground and the trains, you can quickly find your way around using the plan of the rapid transit and regional train lines (see p. 27).

The next stop is shown or announced in the underground, trains and buses as well as on the ferries so that you do not miss your stop. Constantly updated displays in the rapid transit stations and at many bus stops tell you when the next train or bus is coming.





## Mobility on call



Dial-a-ride taxis or minibuses – Anruf-Sammel-Taxi (AST), Anruf-Sammel-Mobil (ASM) and RufBus – are a special on-demand mobility service in addition to the regular bus services: it varies from region to region and is tailored to meet your needs. In some areas we can even deliver you direct to your door. Information at [hvv.de/en/demand](http://hvv.de/en/demand) and under **040/19 449**

## Bike on board

On the underground and rapid transit trains   as well as on many bus services you can take your bike free of charge at the following times: Mon – Fri before 6 am, 9 am – 4 pm and from 6 pm, on weekends and public holidays all day. 2 bikes per set of doors can be carried. Please do not block the area in front of the first set of doors. On the buses, please use the middle doors.

For the regional trains RB/RE you need an extra Bicycle Ticket RB/RE (Fahrradkarte RB/RE) which costs € 3.50 (online € 3.26) per bike for the whole day. It is valid in fare rings A – F. Bikes can be carried on these trains without time restrictions. Please use the doors marked with a bicycle symbol.



You can take your bike on the ferries in Hamburg at any time with no extra charge with the exception of the ferry from Blankenese to Cranz. Please do not take your bike onto the open deck on the ferries. There is a charge levied for taking bikes on the 2 ferries between Amt Neuhaus (administrative district of Lüneburg) and the west bank of the Elbe. On line 5160 (Neu Bleckede – Bleckede) this is € 0.50 and on 5170 (Darchau–Neu Darchau) it is € 1 per journey.

Wheelchair users and persons with walkers or with prams naturally have prior rights. It may therefore happen that you have to get off with your bike if the bus or train is full. The decision here is at the discretion of the driver or other official personnel.

Folding bikes in folded position can be carried free of charge on all services at any time – also on the regional trains RB/RE.



## Lost and found

- **AKN**  
Tel. 04191/933-112 | fundsachen@akn.de
- **Autokraft**  
Tel. 0431/38 67 10 24  
(Mon–Fri 6 am–8 pm, Sat 7 am–2 pm)  
www.dbregiobus-nord.de › Service › Fundsachen
- **KVG**  
Tel. 04141/525-225  
(Mon–Thu 7 am–5 pm, Fri 7 am–3 pm)  
www.kvg-bus.de | info@kvg-bus.de
- **VHH**  
Tel. 040/725 94-155 (Mon–Fri 2 pm–4.30 pm)  
info@vhhbus.de

Items left on the -Bahn, AKN, HOCHBAHN and VHH buses as well as the HADAG ferries will be passed on to the Hamburg lost-and-found office after a few days.

- **Zentrales Fundbüro Hamburg**  
(central lost-and-found office Hamburg)  
Quartier Bahrenfeld, House 06  
Luruper Chaussee 125  
22761 Hamburg  
Tel. 040/428 11-35 01  
www.hamburg.de/fundbuero  
zentrales-fundbuero@altona.hamburg.de
- **DB and S-Bahn**  
Items left on the Deutsche Bahn and on the -Bahn trains are first of all collected when the train reaches its final station. The central lost-and-found office in Hamburg is the DB luggage service at Central Station (next to the ticket office in the concourse), Tel. 040/39 18-28 57 (Mon–Sun 8 am–8 pm). After about 1 week lost items will be sent to the DB central lost-and-found office in Wuppertal: Tel. 030/586 02 09 09 (Mon–Sat 8 am–8 pm, Sun 10 am–8 pm), www.fundservice.bahn.de

If items have been lost in another train, please contact the transport company concerned directly:

- **erixx**  
St.-Viti-Straße 15 | 29525 Uelzen  
Tel. 0581/97 164-184 (Mon–Fri 9 am–5 pm)  
www.erixx.de/service/fundbuero  
fundbuero@erixx.de
- **evb**  
Am Bahnhof 1 | 27432 Bremervörde  
Tel. 04761/99 31-59  
(Mon–Thu 7.30 am–4 pm, Fri 7.30 am–12 pm)  
info@evb-elbe-weser.de
- **metronom**  
St.-Viti-Straße 15 | 29525 Uelzen  
Tel. 0581/97 164-165 (Mon–Fri 9 am–5 pm)  
www.metronom.de/service/fundbuero  
fundbuero@der-metronom.de
- **nordbahn**  
Grüner Deich 15 | 20097 Hamburg  
Tel. 040/303 977-333 (Mon–Fri 9 am–5 pm)  
www.nordbahn.de/service/fundsachen  
moin@nordbahn.de
- **Regionalverkehre Start Deutschland GmbH**  
**Start Niedersachsen Mitte**  
Am Bahnhof 16 | 29614 Soltau  
Tel. 05191/803 09 04 (Mon–Sun 24 hours)  
kontakt@start-ni-mitte.de
- **Regionalverkehre Start Deutschland GmbH**  
**Start Unterelbe**  
Am Bahnhof 1 | 27472 Cuxhaven  
Tel. 04721/204 97 24 (Mon–Sun 24 hours)  
kundenservice@start-unterelbe.de

Lost-and-found items can be reclaimed in the lost-and-found office of the City of Cuxhaven.



## Park+Ride

More than 25,000 parking spaces are available at 160 Park+Ride stations for the rapid transit and regional rail services. These stations are designated with the symbol on the rapid transit/regional rail network overview, see p. 27. For further details see [hvv.de/en/pr](http://hvv.de/en/pr)



### Have a safe journey

We work in close cooperation with the police and the fire services. When we refurbish a station, it is crucial that it is well lit and laid out so that everything can easily be seen. We make sure that the materials and the design of our constructions come up to the highest safety standards.



#### Safety on the bus

If danger threatens, if you are being molested or property is being damaged, please tell the driver. They can intervene immediately and radio for help. Many buses are also fitted with surveillance cameras. The video images can often be directly transmitted from the bus to the traffic control centre. This enables us to appraise situations better and to react faster and more appropriately with emergency measures.

#### Safety on the train





Our modern underground and rapid transit carriages are open to the next carriage or have large windows between them. That gives you a clear view through the entire train, eye contact with other passengers and you can feel more secure if you can see what is going on. As well as this all the underground and rapid transit trains have surveillance cameras and there is an intercom system next to the doors to speak directly to the driver. If an incident occurs, you should inform the driver straight away to radio for help immediately. In critical situations call the police (110) or the fire brigade or ambulance service (112): mobile phones have reception in all the tunnels!

#### Keeping an eye on things

Surveillance cameras allow our specially-trained personnel to keep an eye on what may be happening on the station platforms. Video material can be used as evidence in court. If there is nothing suspicious on them, the videotapes are wiped clean.




#### Security guards

More than 1,000 train attendants are there for your protection on the rapid transit and regional rail lines     – day and night, around the clock. On regional trains RB/RE the conductors and the drivers are there to help you if they are needed, too.



#### SOS

There are SOS telephones on all station platforms in the rapid transit network. If you need to, you can get help directly here. As soon as you have pressed the emergency button you are visible on the cameras in the network control centre and our staff there can see what is going on. Even if it is only some information you need – we are glad to help.




The emergency call pillars on the -Bahn are silver-coloured with a red shining top. In cases of danger to life and limb you can stop underground trains entering and leaving the station by pulling down the emergency lever.



#### Emergency brake

If the emergency brake in the train is activated, the underground and rapid transit trains   will automatically continue till the next station. Help can be given more simply and swiftly there. If the train stops between stations, the door lock can be released by activating the emergency brake. Only get off the train after being instructed to do so by the train staff. Good to know: all the underground tunnels have exit points which are clearly marked.

#### No stress while you travel

It is very important to us that you feel safe and well with us. That is why it is strictly forbidden to drink alcohol on board all public transport in the hvv (with the exception of the HADAG ferries as well as DB and nordbahn trains) and at the underground and rapid transit    stations.

### Mobility is for everyone

At [hvv.de/en/mip](https://hvv.de/en/mip) you can find all you need to know about barrier free mobility in the hvv. There are detailed sketches of all stops on the rapid transit and regional rail network in the hvv area with details of entrances and exits, lifts, stairs, escalators, toilets, bus stops and the surrounding streets. You can also download the sketches of the stops as a PDF file. A live info display will tell you whether the lifts are currently operating. On top of this you can access the details of arrangements for getting on and off trains or changing from a bus line to a train.



#### Rapid transit and regional trains

The stations which have barrier free access are marked with the ♿ symbol in the rapid transit/ regional rail network overview, see p. 27 opposite.

#### Our buses go down on their knees for you

Most of the buses in operation in Hamburg AB are kneeling buses, which lower the side of the bus next to the kerb. They have a ramp to allow passengers with walkers or prams to enter the bus easily. Kneeling buses also operate on the most frequently used routes outside Hamburg. You can identify the lines which run kneeling buses in the hvv timetables by the ♿ symbol next to them.



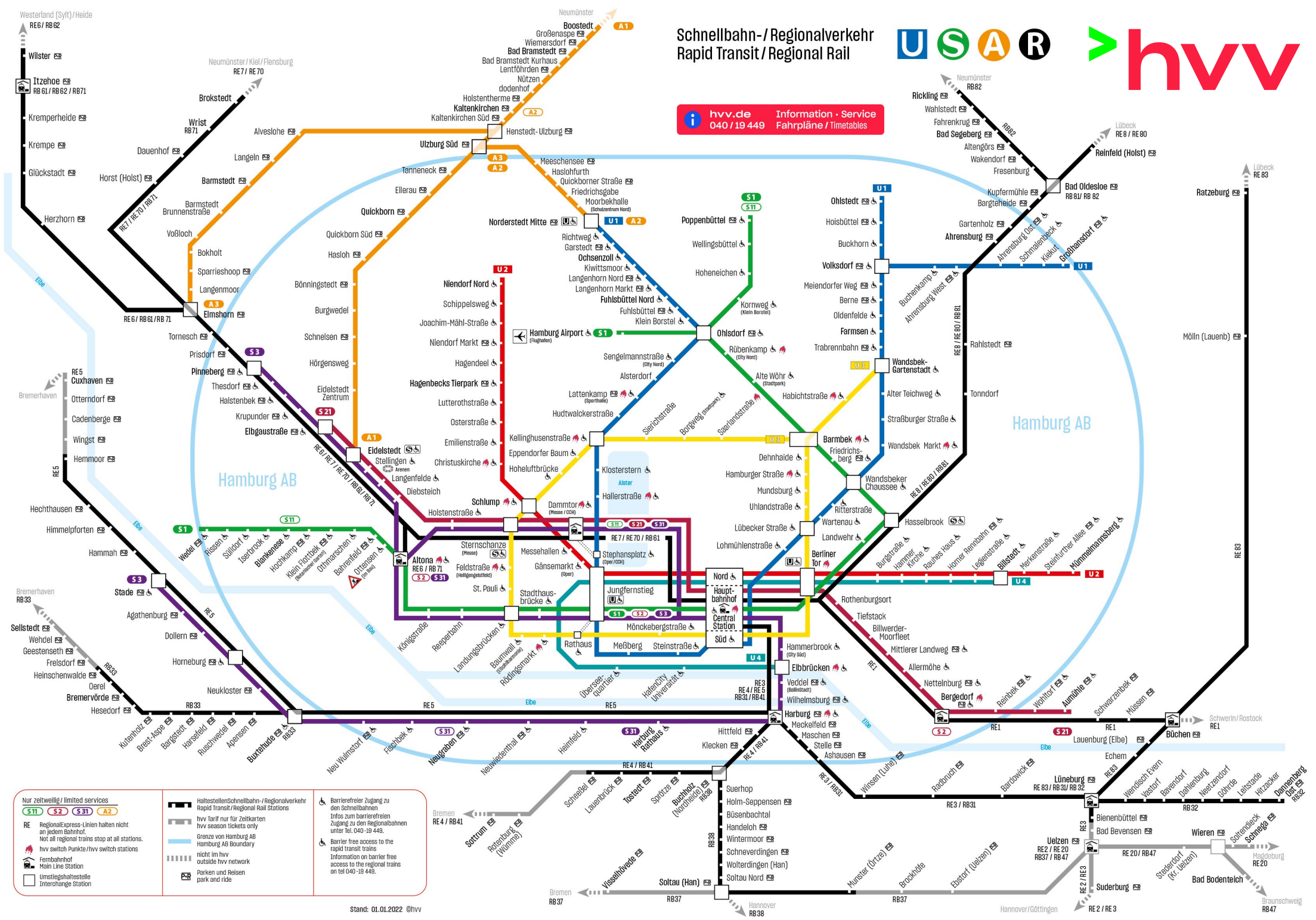
#### Getting on and off with a wheelchair

Please always use the doors in the middle of the bus. Just give a hand signal or press the button marked with the symbol when you want to get on or off. This is on the right of the central doors (outside) and in the area of the wheelchair space (inside). The bus driver will pull out the ramp for you as soon as the other passengers have got on or off. The ramps can bear a maximum weight of 250 kg, with newer buses 350 kg.

Mobility scooters can be taken on board buses if they fulfil certain conditions. Buses which can be used by passengers with mobility scooters are marked with a pictogram.

#### Timetables in Braille

Personal timetables in Braille can be ordered free of charge on **040/19 449**.



Schnellbahn-/Regionalverkehr  
Rapid Transit / Regional Rail



hvv.de  
040/19 449  
Information · Service  
Fahrpläne / Timetables

Nur zeitweilig / limited services

**S11 S2 S3 A2**

RE  
RegionalExpress-Linien halten nicht an jedem Bahnhof.  
Not all regional trains stop at all stations.

hvv switch Punkte / hvv switch stations

Fernbahnhof  
Main Line Station

Umsteigehaltestelle  
Interchange Station

Haltestellen-Schnellbahn-/Regionalverkehr  
Rapid Transit / Regional Rail Stations

hvv Tarif nur für Zeitkarten  
hvv season tickets only

Grenze von Hamburg AB  
Hamburg AB boundary

nicht im hvv  
outside hvv network

Parken und Reisen  
park and ride

Barrierefreier Zugang zu den Schnellbahnen  
hvv Tarif nur für Zeitkarten  
hvv season tickets only

Barrierefreier Zugang zu den Regionalbahnen  
unter Tel. 040-19 449.

Barriere free access to the rapid transit trains  
Information on barrier free access to the regional trains on tel. 040-19 449.



# Zeichenerklärung / Key to signs

**C** Bezeichnung der Tarifringe  
Description of fare rings  
**204** Nr. der Tarifzone  
Number of the fare zone

— Tarifzongrenzen  
Fare zone boundaries

— Tarifzongrenze und Grenze von Hamburg AB  
Fare zone boundary and Hamburg AB boundary

— Schnellbahnverkehr  
Rapid Transit (USA-Bahn)  
— Regionalverkehr  
Regional Rail

Geltungsraum des Area of

City-Ticket  
Hamburg AB

Geltungsraum des Area of

City-Ticket  
Hamburg-Harburg

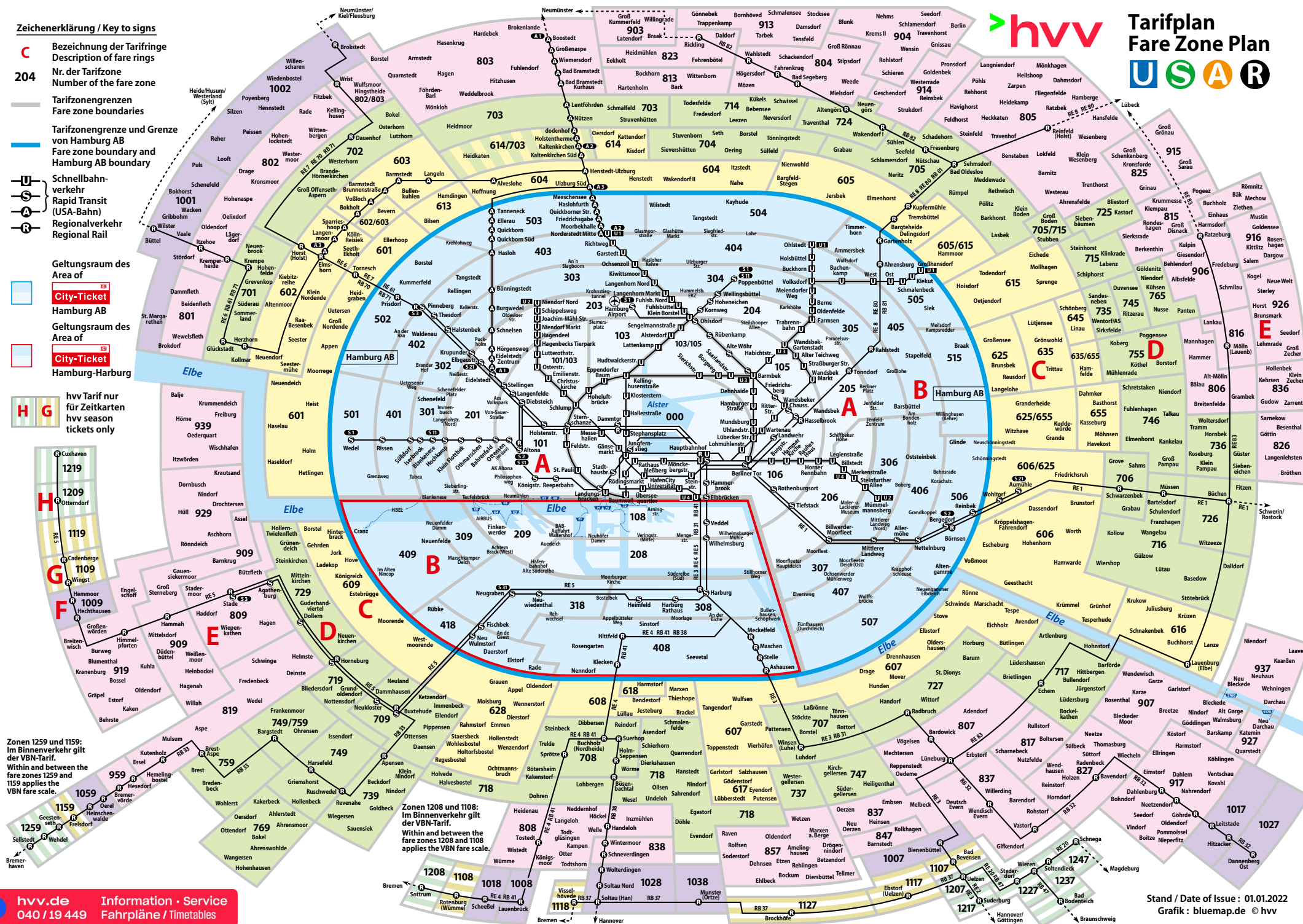
**H G** hvv Tarif nur für Zeitkarten  
hvv season tickets only

Zonen 1259 und 1159:  
Im Binnenverkehr gilt der VBN-Tarif.  
Within and between the fare zones 1259 and 1159 applies the VBN fare scale.

Zonen 1208 und 1108:  
Im Binnenverkehr gilt der VBN-Tarif.  
Within and between the fare zones 1208 and 1108 applies the VBN fare scale.



## Tarifplan Fare Zone Plan U S A R



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Grafik : blumap.de © hvv