



Step by Step: How to redeem your Deutsche Bahn voucher

Important to know before you start:

- The voucher code is active 3 months before the start of your journey.
- For Rail&Fly it is also a prerequisite that the flight times are already known.
- You need to book the outbound and return trips separately, one after the other.
- It is best to redeem your voucher code for the return trip before the start of your journey. You can still change the booked ticket later via the "My Bookings" portal.
- After redeeming the voucher code, you are committed to the chosen travel date. However, the ticket remains flexible on that chosen day – you can use any connection on the booked route (Train A or B). Additionally, you have the option to adjust your redeemed ticket independently.

Step 1: Log in to “My Bookings” and navigate to “Rail voucher”.

Arrival and Departure



Step 2: You will now see the status of your Deutsche Bahn voucher code. If the redemption of your train ticket is already activated, follow these instructions.

Rail voucher

Your rail voucher can now be converted into a ticket


Click on the orange button below to receive your individual voucher codes per participant and route. In the next step, you can redeem your codes, select your desired train connection and download your ticket.

You must redeem your rail voucher up to 48 hours before your train journey.

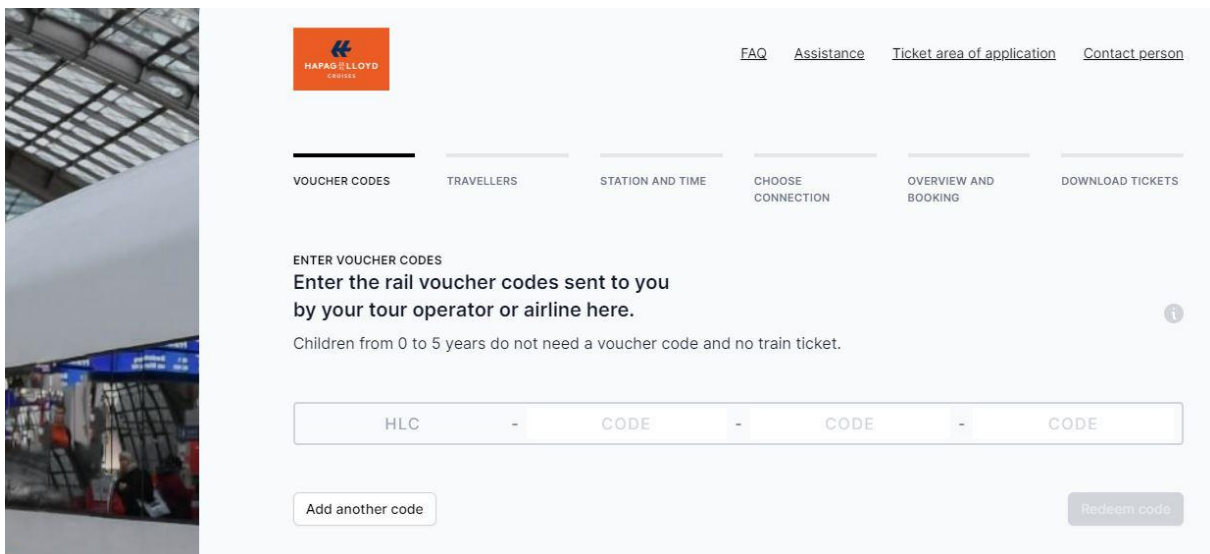
Good to know: You can view your booked train connection at any time via the same button and download the ticket again. If your rail travel plans change, you have the option of changing your train connection at a later date.

Our tip: Please use our [step-by-step instructions](#)

Rail voucher >

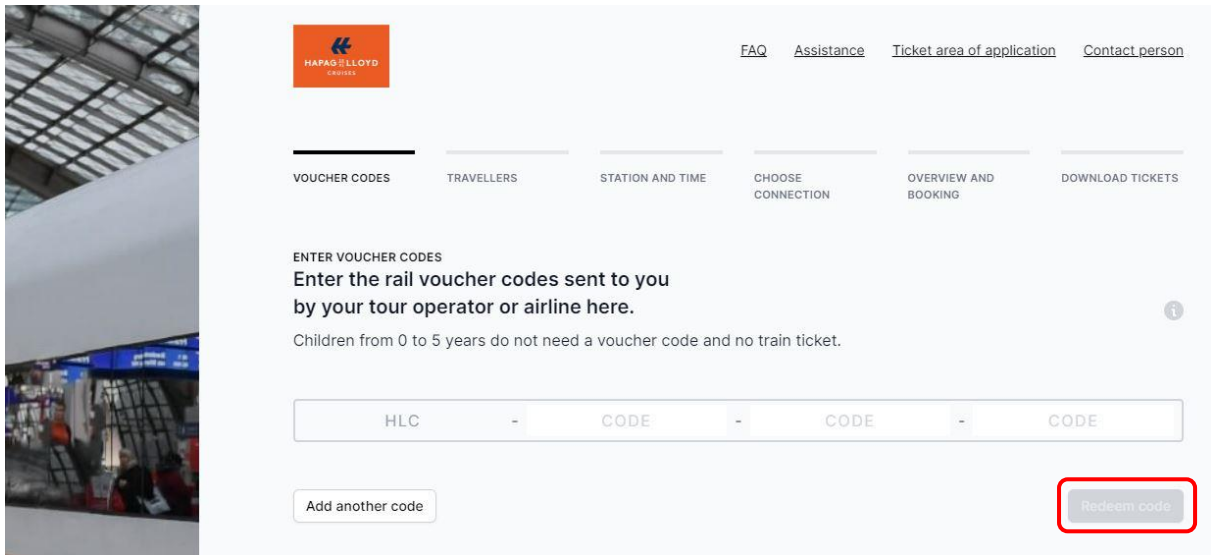


Step 3: You will now be redirected to <https://hlcruises.bahnreise.de/>.



The screenshot shows the Hapag-Lloyd Cruises website interface. At the top left is the Hapag-Lloyd Cruises logo. To the right are links for [FAQ](#), [Assistance](#), [Ticket area of application](#), and [Contact person](#). Below these is a navigation bar with six tabs: **VOUCHER CODES**, TRAVELLERS, STATION AND TIME, CHOOSE CONNECTION, OVERVIEW AND BOOKING, and DOWNLOAD TICKETS. The **VOUCHER CODES** tab is active. The main content area is titled "ENTER VOUCHER CODES" and contains the instruction: "Enter the rail voucher codes sent to you by your tour operator or airline here." Below this is a note: "Children from 0 to 5 years do not need a voucher code and no train ticket." There is a form with three input fields, each containing "HLC" followed by a hyphen and "CODE". Below the form is a button labeled "Add another code" and a "Redeem code" button.

Step 4: Select option “Redeem Code”.

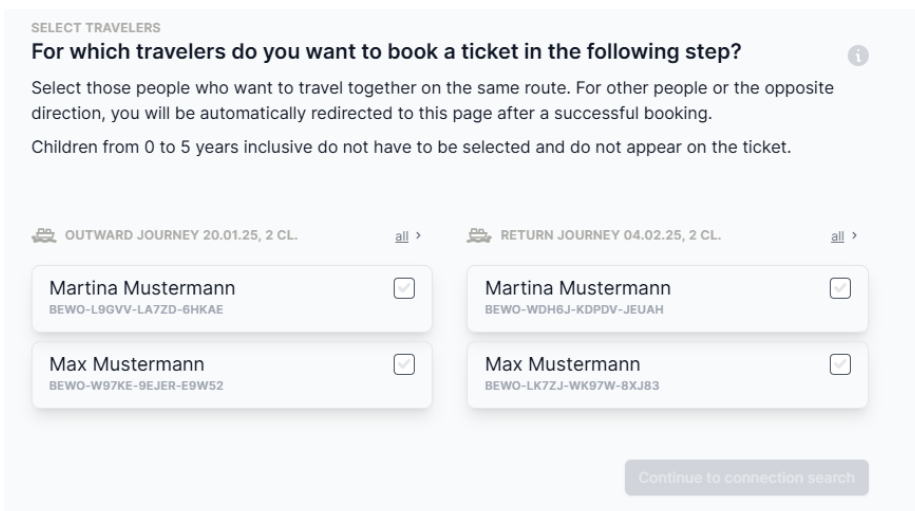


Your personalized voucher codes have already been stored (one code per person and route). You don't need to enter anything further.

Voucher codes for children:

- Children under 6 years do not need a ticket.
- Children between 6 and 14 years travel free of charge when accompanied by an adult. However, they require a voucher code that must be redeemed together with the adult's voucher code.

Step 5: Select the travelers who will be booked together on one ticket.



You also have the option to book an individual ticket for each person. To do this, select each person individually and then choose "Continue to connection selection".

If you wish to travel from different stations, redeem the routes one after the other. A maximum of 5 people can be booked per ticket.

Step 6: Select the departure and destination stations, as well as the desired arrival time.

We recommend choosing an arrival time that is at least 3 hours before the departure or before the start of the cruise. For the return trip, we recommend all connections starting 2 hours after your return.

SELECT CONNECTION AND TIME

From which station would you like to travel? ⓘ

MARTINA MUSTERMANN MAX MUSTERMANN

FROM Frankfurt(Main)Hbf ✕ TO Hamburg Hbf

STOPOVERS No stopover ▾ TRANSFER TIME normal ▾

DATE 20.01.2025 📅 ARRIVAL AT DESTINATION STATION 12:25 🕒 CLASS 2nd class

We recommend that you choose your arrival time at the destination station so that you can catch your following connection with a sufficient buffer.

Continue to connection selection

Validity of train tickets:

- **Rail&Fly:**
 - For the outbound journey on the day of departure and one day prior
 - For the return journey on the day of arrival and one day after
 - Valid for any connection of Deutsche Bahn AG on the booked route
 - By redeeming the voucher code, you are binding yourself to the travel date and the chosen train route
 - Within the chosen route and day, the train ticket remains flexible – **you have the option to independently adjust your booked train ticket via "My Bookings" and select a different train connection.**


- **Rail&Cruise:**
 - For the outbound journey on the day the cruise starts or one day prior
 - For the return journey on the day the cruise ends or one day after
 - The validity period of the ticket is 1 day for travel up to 100 km starting from the printed validity date, and 2 days for travel over 100 km. The ticket expires at 3 AM on the day following the last day of validity. For travel up to 100 km, the journey must begin on the day indicated on the ticket. However, the trips can be interrupted and continued the next day, as long as the departure and destination stations do not change.
 - Valid for any connection of Deutsche Bahn AG on the booked route
 - By redeeming the voucher code, you are binding yourself to the travel date and the chosen train route.
 - Within the chosen route and day, the train ticket remains flexible – **you have the option to independently adjust your booked train ticket via "My Bookings" and select a different train connection.**

Step 7: Now select your desired connection. Afterwards, your selection will be displayed in the overview.

Step 8: Optionally, choose your seats using a graphical seating plan.

OVERVIEW AND BOOKING

Please check the connection

 **Hamburg Hbf**

Departure Frankfurt(Main)Hbf on 20.01.2025 at 08:00 o'clock, 2. class
 Arrival Hamburg Hbf on 20.01.2025 at 11:38 o'clock

[SHOW DETAILS](#)

Martina Mustermann BEWO-L9GVV-LA7ZD-6HKAE

Max Mustermann BEWO-W97KE-9EJER-E9W52

I would like to book an additional seat reservation free of charge for me

Add seats for additional children under 6

I would like to select specific seats

ICE 474
to Kiel Hbf

Frankfurt(Main)Hbf -
Hamburg Hbf

Without selection, your
seats will be assigned
automatically

[Select seats](#)

Book ticket now

You can select a seat by “Click”.



Step 9: Now download your ticket or send it via email. You will not receive it with your travel documents.

DOWNLOAD TICKET

Please download your ticket

Thank you, you have now successfully redeemed the voucher. Please download your ticket as a PDF now or import your ticket into the [DB Navigator](#). Please note that only one person's name is listed on your ticket.

[Download ticket](#)

[Questions about the ticket?](#)

Additionally, you can now send your ticket to your email address.

[Send ticket via email](#)

Once you have downloaded or emailed your ticket, you can click here to proceed with redeeming the remaining coupon codes.

[Redeem more vouchers](#)

Tip: You can also load the ticket into the DB Navigator app using the order number.

Good to know: The ticket will only display the name of the first person. However, the ticket is still valid for the number of people booked, as indicated on the left side of the ticket overview.

Fahrtantritt am 04.02.2025

Sie können Ihren Zug frei wählen. Für die Fahrt in einem reservierungspflichtigen Zug ist eine Sitzplatzreservierung erforderlich.

Flexpreis Touristik Kreuzfahrt (Einfache Fahrt)

Klasse **2. Klasse**

Reisende **2 Personen (ab 15 Jahre)**

Einfache Fahrt **Hamburg+City → Frankfurt(Main)+City**

Via: <1080>HAR*(UE/NI)*H*GOE*(BEB*FD/GI)

Besondere Stornobedingungen: Es gelten die AGB des Vertragspartners

City-Ticket-Gültigkeit (Hinfahrt):
Start: 04.02.25–05.02.25, 3:00 Uhr, Großbereich Hamburg (Ringe A + B)
Ziel: 04.02.25–05.02.25, 3:00 Uhr, Stadtgebiet Frankfurt ohne Flughafen (Tarrgebiet 50 ohne Flughafen)

Gebucht am 12.12.2024 um 15:21 Uhr.

Barcode bitte nicht knicken



324717914537

Zangenabdruck

Martina Mustermann

Auftragsnummer: 324717914537

Redeeming vouchers for additional persons or return trip:

After downloading or sending the tickets, you can redeem additional vouchers for other persons or the return trip. You will be redirected back to the homepage.

DOWNLOAD TICKET

Please download your ticket

Thank you, you have now successfully redeemed the voucher. Please download your ticket as a PDF now or import your ticket into the [DB Navigator](#). Please note that only one person's name is listed on your ticket.

[Download ticket](#)

[Questions about the ticket?](#)

Additionally, you can now send your ticket to your email address.


[Send ticket via email](#)

Once you have downloaded or emailed your ticket, you can click here to proceed with redeeming the remaining coupon codes.

[Redeem more vouchers](#)

Has your journey changed and do you need a new ticket?

Restart the redemption process.

 Outward journey 17.02.2025, 2 class

Note
After redeeming the voucher code, subsequent changes have been made which may require you to redeem your voucher code again. If you have any questions, please contact your tour operator.

München Hbf - Hamburg Hbf

Martina Mustermann
BEWO-WDZ2U-XZBH5-86V9W

Max Mustermann
BEWO-WJGJ4-VJYCN-W94WV

[Download ticket](#)

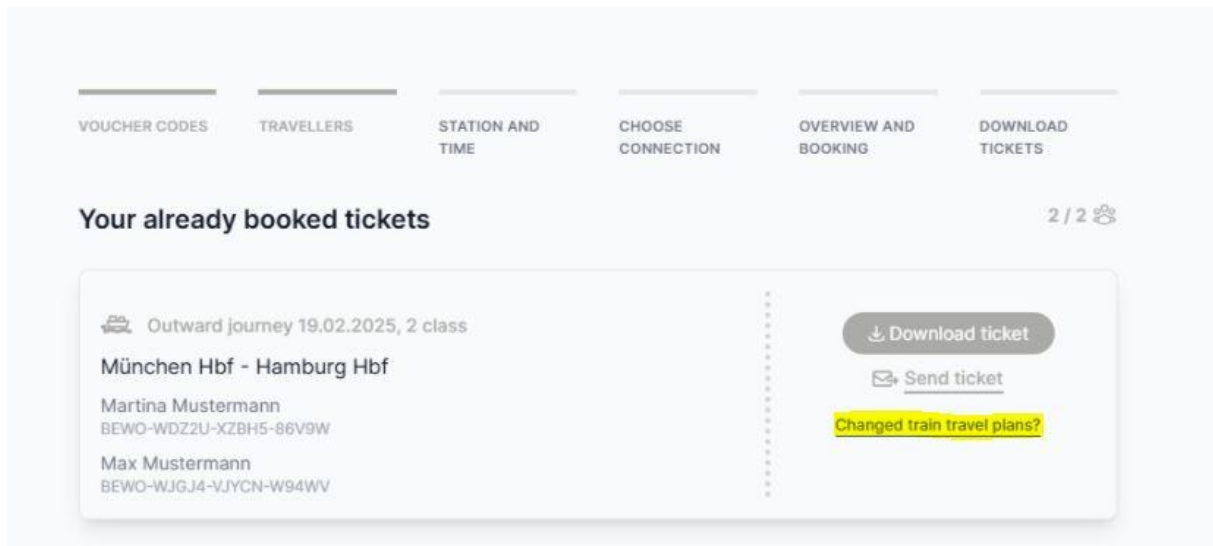
[Send ticket](#)

[Rebook ticket](#)

How to rebook your train ticket:

If your travel plans changed but you have already redeemed your voucher code into a ticket, you can change your ticket yourself.

Select the option "Changed train travel plans?" and confirm that the old ticket will be cancelled, and a new ticket will be booked through the rebooking process.



The previously booked original ticket will only be cancelled after the new ticket has been successfully booked and can no longer be used by the traveler.

Once the ticket has been cancelled, you can choose a new connection, and a new ticket will be created.

Step 9: Now, download your ticket or send it to yourself via email. You will not receive it with your travel documents.

We wish you a pleasant journey.