



FLEXBUS (DIAL-A-RIDE BUS) JOURNEY USING REJSEPLANEN

How to register as a user and book a Flexbus ride

If you are not able to book your Flexbus (dial-a-ride bus) journey yourself using rejseplanen.dk, you can call us on tel. +45 87 40 83 00 (option 2).

1.

Search for your journey by entering your departure and destination stop, station or transport hub, plus date and time. For example, from Aarhus Rutebilstation to Smedehalden 3, Esby, 8420 Knebel on the 19th June at 15:05.

You will now see a list of your journey options. Flexbus 8121 (dial-a-ride bus) is indicated by a specific colour (violet) and a Flextrafik car symbol. You can view the legs of your journey under “Details”.

Select your desired journey and press **“Price and buy”**.

The screenshot displays the Rejseplanen journey planner interface. At the top, the search criteria are: Departure: Aarhus Rutebilstation, Destination: Smedehalden 3, Esby, 8420 Knebel, Date: Fri. 06/19/2026, Time: Departure tomorrow 15:05. A red box highlights the 'Find' button. Below the search bar, there are icons for Public Transport, Flextrafik, and a grid icon. The search results show two journey options for Friday, 06/19/2026, starting at 15:14 and 15:31. Each option consists of a bus leg (123) and a Flexbus 8121 leg, with a total travel time of 1 h 56 min and 1 Transfer. A red box highlights the 'Price & buy' button for the first option. A map on the right shows the route from Aarhus (A) to Esby (B) via Lystrup, with a red box highlighting the 'Flexbus 8121' label on the map. The map also shows the 'Bus 123' and 'Walk' segments. A note below the journey options states: "Note: Flexbus 8121 is flextrafik and you have to book it at least 1 hour before departure by activating 'Price & buy'. Displayed travel times for flextrafik are indicative. Get more information here or by calling 87 40 83 00."

NB: - you may find that you are offered Plustur (dial-a-ride service) instead of Flexbus (dial-a-ride bus).

Plustur (dial-a-ride service) links up with your onward journey by bus or train and is booked in the same way via the journey planner (Rejseplanen).

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2.

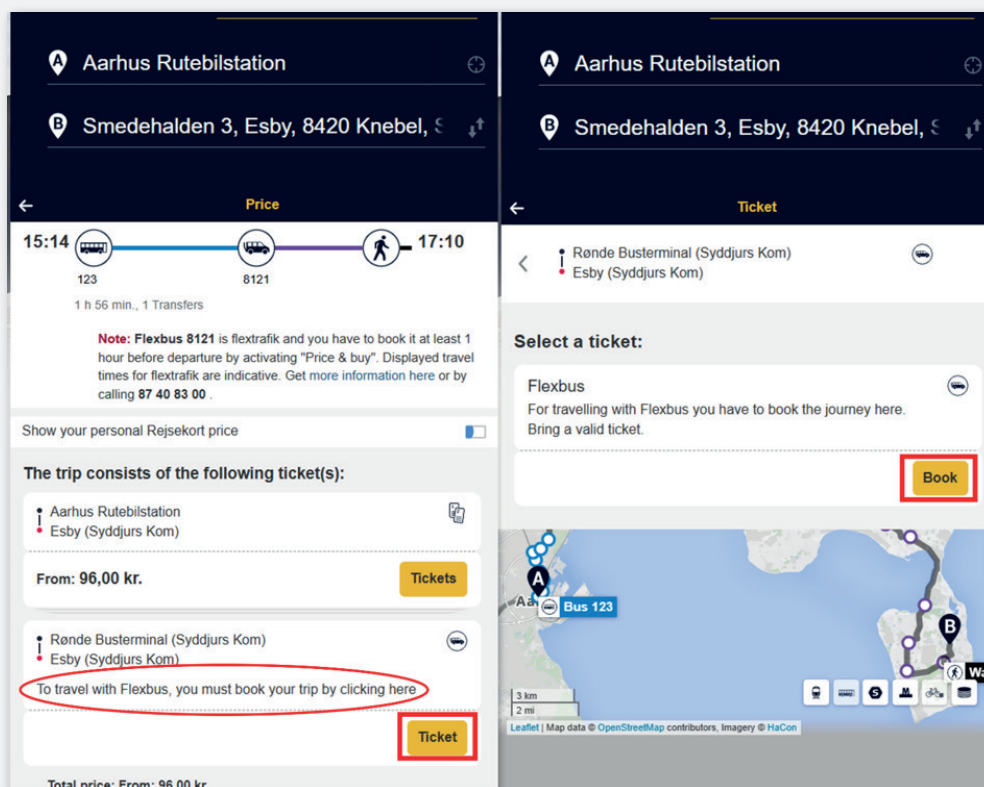
You will now see the tickets required for your journey. This journey ends with a Flexbus 8121 (dial-a-ride bus) from Rønde Busterminal to the stop in Esby. The rest of the journey is indicated as on foot.

NB: If you want to make the full journey by Flextrafik (dial-a-ride trafik) service, you must book a Flextur (dial-a-ride tur) journey from Rønde Rutebilstation (transport hub) to the address Smedehalden 3, Esby, 8420 Knebel.

Find the box that says: "To travel with Flexbus. you must book your trip by pressing here"

Press **"Ticket"** and in the next image press **"Book"**.

You will now be taken to a new tab (booking portal: rejseplanen.flextrafik.dk).



3.

Check that the information matches your required journey and go down the page.

Du er i gang med at bestille Flexbus til følgende rejse
13. maj 2026

Tidspunktet for Flexbus er vejledende og bekræftes først ved bestilling

TIDSPUNKT	ADRESSE	TRANSPORTMIDDEL	PRIS
15:14	Aarhus Rutebilstation	Bus 123	Betaltes på rejsen
16:05	Rønde Busterminal (Syddjurs Kom)		
16:05	Rønde Busterminal (Syddjurs Kom)		
16:09	Rønde Busterminal (Syddjurs Kom)		
16:10	Rønde Busterminal (Syddjurs Kom)	Flexbus 8121 ^{multitrek}	46 kr. (4 zoner)
16:53	Esby (Syddjurs Kom)		

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4.

Setting up a user profile

When booking a Flexbus (dial-a-ride bus) journey, you will have the option of booking your journey as a guest user.

In order to book your journey without using MitID/Brugerprofil (userprofil), select **“Fortsæt som gæst”** (Continue as a guest).

Enter your name, telephone number and e-mail address. Press **“Fortsæt”** (Continue).

The screenshot shows a dialog box with two main options: "BESTIL REJSE MED BRUGERPROFIL" and "BESTIL REJSE SOM GÆSTBRUGER". Under the first option, there are buttons for "Log ind med brugernavn" and "Opret Bruger". Under the second option, the "Fortsæt som gæst" button is highlighted with a red box. Below this button, there is explanatory text in Danish: "Hvis du bestiller en rejse som gæst, vil det ikke være muligt at logge ind og se din rejseoversigt. Heller ikke hvis du har en brugerprofil i forvejen eller på et senere tidspunkt opretter en brugerprofil. Det vil ikke være muligt at modtage rejsepåmindelser omkring din rejse." At the bottom, there is a link: "Læs mere om bestilling som gæst og oprettelse som bruger til rejseplanen.flextrafik her".

The screenshot shows the "Bestilling af rejse som gæst" form. At the top, there is a navigation bar with links: "Forside", "Hjælp", "Handelsbetingelser", "Cookie- og privatlivspolitik", "Systemkrav", and "Tilgængelighed". Below this is the title "Bestilling af rejse som gæst" and a progress bar with four steps: "Brugerinformation" (selected), "Bekræft bestilling", "Betaling", and "Ordrebekræftelse". The main form area is titled "GÆSTEBESTILLER" and contains four input fields: "Navn*" (with placeholder "Udfyld navn"), "Telefonnummer*" (with a Danish flag icon and "+45" and placeholder "Udfyld telefonnummer"), "E-mail*" (with placeholder "Udfyld e-mail"), and "Gentag e-mail*" (with placeholder "Gentag e-mailadresse"). To the right of these fields is a checkbox labeled "Jeg er et menneske." with a checkmark icon. At the bottom right, there are two buttons: "« Afbryd" and "Fortsæt", with the latter highlighted by a red box.

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5.

Adding details to your booking

- Select: Number of passengers (up to 4 people), adults or children or a combination.
- Select: Under mobility aids you can add a suitcase, wheelchair or pram*.
- Press “Hvis du ikke selv skal med på turen, eller hvis du har et synshandicap, kan du skrive dette herunder” (If you are booking for someone else, or if you have a visual impairment, you can enter details below) and you can enter the name and telephone number of the person who will actually be making the journey. Or you can indicate if you have a visual impairment. This information will be sent to the driver.
- Press “Bestil” (Book) once you have entered all the relevant information.

Check that the information is correct and press “**Fortsæt**” (Continue).

ANTAL REJSENDE

Voksen Barn (12-15 år) Barn (0-11 år)

Jeg ønsker at medbringe hjælpemidler på rejsen

Kuffert Barnevogn/klapvogn

Kørestol Rollator Sammenklappelig kørestol

Hvis du ikke selv skal med på turen, eller hvis du har et synshandicap, så kan du skrive dette herunder

(Kontaktinfo/info om synshandicap sendes til chaufføren. Det er dig som bestiller, der modtager sms om afhentningstidspunkt)

Navn på rejsende/info om synshandicap (eks. 'blind', 'svagtseende') Telefonnummer på rejsende

TILVALGSMULIGHEDER FOR RABAT

1. rejsende (Voksen)
 Legitimationskort fra Dansk Blindesamfund eller ledsagerkort

2. rejsende (Voksen)
 Legitimationskort fra Dansk Blindesamfund eller ledsagerkort

3. rejsende (Barn 0 - 11 år)
 Legitimationskort fra Dansk Blindesamfund eller ledsagerkort

Læs mere om rabatmuligheder under punktet [Hjælp](#)

*If you are bringing a child in a pram/pushchair - the pram/pushchair will be folded up and placed in the luggage compartment of the vehicle. Children less than 135 cm in height must sit in a child safety seat or booster seat in the vehicle. You must bring your own child safety seat or booster seat.

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6.

Confirming a guest booking

Check that you have entered correct information for booking as a guest user.

You can review the information before pressing **“Fortsæt”** (Continue).

The screenshot shows the 'Bestilling af rejse som gæst' page with the following details:

Brugerinformation	Bekræft bestilling	Betaling	Ordrebekræftelse
TIDSPUNKT 11:56 12:27	ADRESSE Skanderborg St. (Skanderborg Kom) Brædstrup Rtb. (Horsens Kom)	TRANSPORTMIDDEL Flexbus 502 ²⁹ Midttrafik	PRIS 46 kr. (4 zoner)
ANTAL REJSENDE: 1	BAGAGE/HJÆLPEMIDLER: Ingen		

BEKRÆFT GÆSTEBESTILLER

Navn:
Anders Andersen

Telefonnummer:
+45 XXXXXXXX

E-mail:
anders@post.dk

Buttons: Ret oplysninger, Tilbage, **Fortsæt**

7.

Choosing a payment method

You must choose which payment method you want to use before completing your booking as a guest user.

If you select payment card, you will be asked to enter your credit card details. Midttrafik will reserve the amount on your card until the journey has been completed.

Select **“Accepter handelsbetingelser”** (Accept terms and conditions) and press **“Fortsæt”** (Continue).

Enter your card details.

The screenshot shows the 'Bestilling af rejse som gæst' page with the following details:

VÆLG BETALINGSMETODE

Betalingskort/MobilePay

Jeg køber eller har en gyldig billet/kort til rejsen

Jeg har læst og accepteret handelsbetingelserne for MIDTTRAFIK

Buttons: Tilbage, **Fortsæt**

The screenshot shows the payment card details form with the following details:

Rejseplanen.flextrafik
k.dk (Midttrafik)
Ordrenummer 58aMhxgyZoe1JMbBafR8
Expires in 09:49

Betal med kort

Kortnummer
[Input field]

Udløbsdato
MM YY

CVVCVD [Input field]

Betal 46,00 DKK

Andre betalingsmetoder

MobilePay

Buttons: Annuller betaling

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8.

Order confirmation

Your booking as a guest user has been completed and your order has been received.

You will receive a confirmation by e-mail.

PLEASE NOTE: If you are not going to travel after all, you must cancel your journey no later than 1 hour before your booked departure time. You can cancel your journey using the link in the confirmation e-mail you received.

If you have deleted your confirmation e-mail, please call Midttrafik on tel. +45 87 40 83 00 - option 4 for cancellation (you can call us on any day – 06:00 to 01:00).

Forside Hjælp Handelsbetingelser Cookie- og privatlivspolitik Systemkrav Tilgængelighed

Bestilling af rejse som gæst

Brugerinformation Bekræft bestilling Betaling **Ordrebekræftelse**

Ordre modtaget

Din rejse er nu bestilt og du vil modtage en kvittering på den indtastede e-mail.

DATO	TIDSPUNKT	ADRESSE	TRANSPORTMIDDEL	PRIS
28. maj 2026	12:00	Skanderborg St. (Skanderborg Kom)	Flexbus 502 <small>Midttrafik</small>	0 kr.
	12:27	Brødstrup Rtb. (Horsens Kom)		4 zoner

ANTAL REJSENDE: 1 BAGAGE/HJÆLPEMIDLER: Ingen

Husk: Skal du ikke bruge den bestilte rejse alligevel, er det vigtigt at du følger linket i den udsendte e-mail, og afbestiller rejsen.

Ordrebekræftelse

noreply@rejseplanen.flextrafik.dk
Til Birgitte Vestergaard on 27-05-2026 11:20

Hvis der er problemer med visningen af meddelelsen, kan du klikke her for at få vist den i en webbrowser.
Klik her for at downloade billeder. For at beskytte dine personlige oplysninger har Outlook forhindret automatisk download af nogle billeder i denne meddelelse.

Ordrebekræftelse

Højreklik, eller tryk og hold, for at downloade billeder. Outlook har forhindret automatisk download af dette billede fra internettet for at beskytte dine personlige oplysninger.

Tak for din bestilling

Vi bekræfter hermed, at du har bestilt en Flexbus:

TORSDAG d. 28. maj 2026, kl. 12:00

FRA: Skanderborg St. (Skanderborg Kom)
TIL: Brødstrup Rtb. (Horsens Kom)

[Klik her hvis du ønsker at afbestille din rejse.](#)
Den oplyste afhentningstid er et cirkel tidspunkt.

Vær opmærksom på, at din rejse så vidt muligt planlægges jf. buskøreplanen. Tjek derfor, om du har bestilt den rigtige afgang til det rigtige stoppested.

Bemærk:
Afhentningstidspunktet for Flexbus er afhængig af bl.a. trafikken og kan derfor forskybe sig med op til 20 minutter efter det oplyste afhentningstidspunkt. Du bliver kørt i taxa, personvogn eller liftvogn, og der kan være andre med på turen.

Du bedes holde dig klar til at køre 5 minutter før, og op til 20 minutter efter det oplyste tidspunkt.

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9.

Cancelling a travel booking

REMEMBER to cancel your Flexbus or Plustur booking if you are not going to travel after all.

You can find your booking in your trip list by logging into the booking portal rejseplanen.flextrafik.dk.

You must cancel your booking no later than one hour before your booked departure time.

You will receive confirmation of your cancellation by e-mail.

