

To DSB,

As I write this letter of complaint, I am still fuming with anger because of an unfortunate incident that happened during a journey on one of your trains.

My partner and I took the Euro City train (no 00030) departing from Kobenhavn H Central Station on platform 5 on the 14 July 2010 at 1745hrs towards Hamburg. As the train conductor (a big bi-spectacled man in uniform with red suspenders who eventually got off at Puttgarden after the ferry crossing) came to check our tickets, I took our EURAIL pass and our reservation ticket out from my bag. He was rather impatient and snatched the pass and reservation ticket from my hand before I could separate them to show him clearly. To OUR HORROR, he stapled/stamped on our Eurail pass instead!

Next, all we wanted was to show him our reservation ticket that was in his hands. To our astonishment, he over-reacted and exclaimed: "ARE YOU TRYING TO TELL ME HOW TO DO MY JOB?!" Immediately, we said to him, "No". As that was never our intention. He just threw our pass and reservation ticket on our table and walked off! We were flabbergasted by his attitude! What was that all about?

He was certainly not doing his job the right way. As it was a train that requires compulsory reservation, he should have checked our reservation ticket and staple on the reservation ticket instead of our Eurail pass. He did not even look at our reservation ticket which was in his hands.

We have been travelling with our 2 months unlimited global pass for the past one and a half months on 40 over train rides across Europe. So far, we have no problems with any ticket conductors in Europe and all of them stapled on reservation tickets. If it was this terrible conductor, we would have over 40 stamps and holes all over our Eurail pass! I do not think our Eurail pass would be valid after this ordeal of tampering.

I understand that sometimes people have bad days or undergoing a bad period in life but this train conductor was blatantly rude to us, he didn't treat us with respect, gave me the feeling that he was either a racist, unhappy with his job or whatever reasons that was going thru his mind. Whatever the case was, he sure did pass on his negative vibes to us. We are not fussy passengers, we do not expect to have a 5 star service but we do not deserve his uncalled-for horrible attitude!

We are just terribly upset for the treatment we received and the way the ticket conductor nonchalantly stapled our Eurail pass which cost a fortune to us and which we have safe-guarded it in a zipper bag all this time.

On a lighter note, I would like to comment on another one of your staff. The very nice and very positive gentleman who served us drinks and snacks onboard. I did not get his name but he was all smiles thru out and he definitely made our ride felt much better after that absurd ordeal. It was funny how 2 different people changed our day.

We hope that this letter would act as a feedback as all we wanted was getting from one place to another. Hopefully, the unfortunate stamp on our Eurail pass would not cause us problems on our future travels.

Yours Sincerely,
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