

Terms and conditions for Co-travel discount

Co-travel discount is the discount that NS Reizigers B.V. (hereinafter “NS”) gives to passengers who are travelling with an NS season ticket holder during off-peak hours. These terms and conditions apply to Co-travel discount and its use.

1. What is Co-travel discount?

Certain NS season ticket holders (see Article 2.1) can have a maximum of three passengers accompany them at a 40% discount in off-peak hours, at the weekend or on [NS public holidays](#). Those passengers get a 40% discount on their tickets. They receive a code for this (known as a ‘co-travel code’) from the season ticket holder. This co-travel code links the season ticket holder’s ticket to the ticket of the passenger travelling with them using the Co-travel discount.

2. Who can give a Co-travel discount and who can receive one?

- 2.1. A Co-travel discount can be given by NS Flex season ticket holders (except NS Flex Basis) and the NS season tickets for pre-paid travel (except the Kids Vrij season ticket), NS-Business Card season tickets (except NS-Business Card Basis) and student travel product season ticket holders (hereinafter referred to collectively as a “**Season Ticket Holder**”).
- 2.2. Anyone a Season Ticket Holder knows (hereinafter collectively referred to as a “**Fellow Passenger**”) can receive a Co-travel discount. A Fellow Passenger is always someone other than the Season Ticket Holder themselves.
- 2.3. A Season Ticket Holder may have up to three Fellow Passengers travelling with them at any one time.

3. When is a Co-travel discount valid and with which carriers?

The Co-travel discount is only valid:

- a) During off-peak hours, i.e. the periods from Monday to Friday between 00:00 and 06:30, between 09:00 and 16:00, and between 18:30 and 00:00, and on Saturday and Sunday, and on [NS public holidays](#). This applies unless NS has defined other times and/or days at least one month before the journey date;
- b) When travelling in the same train between the same departure and destination stations. The Season Ticket Holder must be present throughout the journey, i.e. from the departure station through to arrival. When the ticket to which the Co-travel discount applies is checked, the Season Ticket Holder must be present in the same train carriage;
- c) In trains operated by NS and the other rail carriers in the Netherlands. This includes the Intercity Direct and the route within the Netherlands of ICE International, IC Berlin and IC Brussels. A supplement has to be paid for the Intercity Direct between Rotterdam Centraal and Amsterdam Centraal stations and for the ICE. The Co-travel discount is not valid on international trains where a reservation is mandatory, such as Nightjet and Eurostar;
- d) If the Season Ticket Holder has a current season ticket that entitles them to a Co-travel discount (see Article 2.1) at the moment that the journey is made;
- e) If the Season Ticket Holder does not have more than three Fellow Passengers travelling with them at the same time using a Co-travel discount (see Article 2.3); and
- f) If the co-travel code of the Season Ticket Holder and the Fellow Passengers match (see Article 4).

4. How can the Co-travel discount be received?

- 4.1. Season Ticket Holders can share co-travel codes through My NS or My NS Zakelijk. These co-travel codes can in principle be shared any number of times, but each individual code can be used a maximum of three times, i.e. a single code allows a Co-travel Ticket to be received at most three times.
- 4.2. The Fellow Passenger receiving the co-travel code can redeem it when purchasing an e-ticket (a so-called Off-Peak Co-travel Ticket, see Article 5) or can enable the Co-travel discount in My NS via the website or the NS app, if the Fellow Passenger has an NS Flex Basis or an NS Flex Weekend Vrij or NS Flex Weekend Voordeel season ticket (see Article 6). The co-travel code expires three NS operating days after the code is shared by the season ticket holder and must therefore be redeemed or enabled within that period. An “NS operating day” in this context means a 28-hour period starting at 00:00 and ending at 04:00 the following day.

- 4.3. When the co-travel code is generated, the name and last four digits of the Season Ticket Holder’s OV-chipkaart are recorded. That information is then linked to or displayed along with the journey entitlement of the Fellow Passengers who are travelling on the Co-travel discount and it may be checked on the train.

5. Travelling with a Co-travel discount on an Off-Peak Co-travel Ticket

- 5.1. A valid co-travel code allows the Fellow Passenger to purchase an Off-Peak Co-travel Ticket through ns.nl or the NS app for a One-way or Day Return journey at a 40% discount with respect to the regular full fare for the appropriate class (first or second). This requires the co-travel code to be entered during the ordering process.
- 5.2. The [Conditions for E-tickets and Mobile Tickets](#) apply to joint journey tickets and their use.
 - a) The E-ticket Terms and Conditions and the terms and conditions listed in Article 3 of this document are complied with. Regarding the validity during off-peak hours (see Article 3 sub a), the rule is that travel using the Off-Peak Co-travel Ticket is therefore not permitted during peak hours even if the journey started before the peak period, except in cases where there was a delay. If a delay makes it impossible to complete the journey during off-peak hours, the Off-Peak Co-travel Ticket is also valid during any additional journey time outside the off-peak period caused by the delay.
 - b) The initials and surname of the passenger travelling with the main ticket holder have been filled in completely before paying for the Off-Peak Co-travel Ticket and match the names given on the identity document of the passenger in question. On public transport, the duty to provide proof of identify applies from the age of 12. A valid identity document with a photograph must be presented when the ticket is checked.
- 5.3. The E-ticket is for a named individual and is non-transferable.
- 5.4. Once purchased, an Off-Peak Co-travel Ticket cannot be cancelled or amended. A Co-travel discount ticket cannot be cancelled or refunded.

6. Travelling with a Co-travel discount on a OV-chipkaart with NS Flex

- 6.1. Fellow Passengers with an NS Flex Basis or an NS Flex Weekend Vrij or NS Flex Weekend Voordeel season ticket can receive a co-travel code from the Season Ticket Holder that can be entered in My NS, thereby allowing the Co-travel discount to be enabled. The Co-travel discount automatically ceases to be valid at the end of the NS operating day, but can also be disabled at any intermediate time in My NS via the website or the NS app. (see Article 6.3).
- 6.2. The Co-travel discount is only valid if Article 3 is complied with. As regards the validity during off-peak hours (see Article 3a), the check-in time is the determining factor: the check-in must be during off-peak hours. As long as the journey began before the peak period, i.e. by checking in during off-peak hours, that journey may continue into the peak period. If there is a change of trains from one rail carrier to another during a peak period requiring a check-out and subsequent check-in, the Co-travel discount ceases to be valid. There is only deemed to be a ‘change of trains’ if the check-in takes place within 35 minutes after the most recent check-out. If the check-in takes place more than 35 minutes after the most recent check-out, this is no longer deemed to be a change of trains and the check-in therefore starts a new train journey; whether the journey falls within the peak periods or not is determined again at that moment.
- 6.3. If the journey continues without the Season Ticket Holder, the Co-travel discount must be disabled in My NS or the NS app. This requires you to check out first. This is because the Co-travel discount can only be disabled in My NS after checking out.
- 6.4. Season Ticket Holders with an NS Flex Weekend Vrij or NS Flex Weekend Voordeel season ticket are not allowed to give each other a Co-travel discount for the same journey. Receiving a Co-travel discount and granting one at the same time is therefore forbidden.

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7. Amendments to the terms and conditions

NS is entitled to amend these conditions unilaterally at any time. The amended conditions apply from the date on which they come into effect, and they will be communicated by NS on its website. Where a Co-travel discount ticket has been purchased and is still valid and it is a change that deviates substantially from what had been promised, the right to a refund for Co-travel discount tickets that have already been purchased will be honoured.

8. What personal data of yours do we process?

The personal data that NS processes when a Co-travel discount is used is described in the NS privacy statement. The privacy statement can be found under <https://www.ns.nl/en/privacy>.

9. Checking the validity of a student travel product

If the co-travel code is shared by the holder of a student travel product, the said holder agrees that NS may check the validity of that student travel product with the Dutch Education Executive Agency (Dienst Uitvoering Onderwijs, DUO).

NS Reizigers B.V., Utrecht, January 2024.