

Product Terms and Conditions for Consumer Season Tickets

Valid from June 2015

These terms and conditions are a translation of the Dutch product terms and conditions for consumer season tickets (Productvoorwaarden Abonnementen Consumenten), and the Dutch text will be binding.

Article 1: Introduction

What is a Season Ticket, and what is it used for?

A Season Ticket constitutes a contract between you and NS Reizigers B.V. (NS). Based on this contract, the NS will ensure that you can purchase tickets at a discount for certain types of travel on public transport. The Season Ticket therefore does not entitle you to travel, but gives you the right to purchase tickets at a discount. Depending on your Season Ticket, you will receive a discount of up to 100%, so that you can actually travel at no extra cost. The 100% discount may also be limited to a certain route of travel.

How do you purchase a ticket?

By checking in and out for each journey and with each transportation company, you effectively purchase a ticket and therefore a travel right and are therefore not evading the fare. Naturally, you must check in and out in the valid manner. This means that you always purchase tickets from the transportation company you are travelling on by checking in and out or (if this is necessary), by checking in and out for every type of transport you are using. On ns.nl/ov-chipkaart, you will find information on how to verify whether or not your check-in was successful.

Is checking in and checking out valid as proof of payment or as a ticket?

Both. By checking in and out, you are purchasing a ticket (unless you have the Grensabonnement season ticket). If you are travelling using a chipcard for single journeys, checking in and out is also proof of payment.

When you travel on public transport, which company do you have a contract with?

You always have a separate travel contract with each transportation company you are travelling with.

Which conditions apply?

The Product Terms and Conditions for Consumer Season Tickets apply to the Season Ticket. When you travel, the terms and conditions of the transportation company you are travelling with apply. Most transportation companies apply the General Terms and Conditions of Urban and Regional Transport. NS is of course also a transportation company. The conditions that the NS applies to its passengers may be found in the Product Terms and Conditions for Consumer Season Tickets in the General Terms and Conditions for the Transport of Passengers and Hand-Luggage of the Netherlands Railways (AVR-NS).

Article 2: Applicability

These Product Terms and Conditions for Consumer Season Tickets apply to all Season Tickets (such as described in Article 3) which the NS offers and to all your travel with the NS as a season ticketholder. Travel provided by another transportation company is subject to that transportation company's terms and conditions. These Product Terms and Conditions do not constitute an offer. The fact that certain types of Season Tickets are described in these Product Terms and Conditions does not mean unequivocally that these will always be offered.

Article 3: Definitions

In these Product Terms and Conditions for Consumer Season Tickets, the terms below are defined according to the meaning shown after the term when these terms start with a capital letter.

Season ticket: Collective name for the following types of NS season tickets:

- Altijd Vrij
- OV Vrij
- Altijd Voordeel
- Dal Vrij
- Dal Voordeel
- Weekend Vrij
- Kids Vrij
- Traject Vrij
- Grensabonnement

Season Ticket year: Every period of 365 days (and 366 days during a leap year) that always starts on the same date and month as the date and month on which your season ticket first took effect.

Activate: The action whereby a Season Ticket is made suitable for use.

Day: A period from 0:00 in the morning until 4:00 a.m. on the following day.

Off-peak hours: The period from Monday through Friday between

0:00 a.m. and 6:30 a.m. and between 9:00 a.m. and 4:00 p.m. and between 6:30 p.m. and 0:00 a.m., and all day on Saturday and Sunday and on NS National Holidays. All of these times apply unless NS publishes different times and/or days at least three months before your date of travel on ns.nl/voorwaarden.

Deactivate: The action whereby a Season Ticket is rendered unsuitable for use.

NS National Holidays: New Year's Day, Good Friday, Easter Monday, King's Day, Ascension Day, Whit Monday, Christmas Day and Boxing Day, and Liberation Day (during a year that ends in 0 or 5). All of these days apply unless NS publishes different days at least three months before your date of travel on ns.nl/voorwaarden.

Family members: Natural persons who live at the same address as the Season Ticket applicant and who are the parent, guardian, spouse, registered partner of this applicant, or party to a notarial cohabitation contract with this applicant.

Boarding rate: An amount that is published on ns.nl/voorwaarden and which is deducted from the balance on your OV-chipkaart as soon as you check in, and is offset by the Fare once you check out, and which may be amended by the NS.

Keuzedag (Optional Day): A Day on which 100% discount is applied to some season tickets to some people (see Article 8.4) for the tickets referred to in Article 9.4, yet is not applicable during the morning Peak hours from Monday through Friday.

NS: NS Reizigers B.V.

OV-chipkaart: The rechargeable and contact-free chipcard that is equipped with the OV-chipkaart logo and may be used as proof of payment and/or ticket for public transport.

Travel route: The NS train route along which the destination is first reached in terms of travel time, or is reached via the shortest route (in fare units) or with the least number of changes, or the train route that you may travel based on your ticket.

Trip: The Travel Route defined by check-in and check-out, or, if the passenger has failed to check-in and/or check-out (unjustly), the Travel Route covered.

Fare: The price that is charged for the number of fare units travelled between the check-in point and check-out point, based on the shortest route if you travel exclusively on NS, and based on the route travelled if you (also) travel with a railway other than NS.

Peak hours: The period from Monday through Friday between 6:30 a.m. and 9:00 a.m. and between 4:00 p.m. and 6:30 p.m. All of these times apply unless NS publishes different times and/or days at least three months before your date of travel on ns.nl/voorwaarden.

Regular route: The rail route for which a 100% discount applies as part of your Traject Vrij season ticket or Grensabonnement (subject to certain conditions). Depending on the route chosen for the Traject Vrij season ticket, this is:

- In the event of a route travelled entirely on NS: the shortest possible and therefore least expensive route
- If several transportation companies are involved, you may be offered a choice of routes. In this case, you must choose between:
 - One required route between two stations; or
 - A 'free route choice' between two stations.

Statutory increase: An amount determined by the Minister of Infrastructure and the Environment that is owed for travel without a valid ticket and which NS may also impose in other situations. The amount may be found on ns.nl/voorwaarden.

Article 4 Payments and prices

4.1 Payment for a Season Ticket may only be executed via the payment methods indicated by NS for Season Tickets. The tickets that you have purchased using your Traject Vrij season ticket (by checking in and out) are paid for via subsequent direct debit payments. You will also pay any correction fee due via subsequent direct debit payments. The correction fee is an amount that you pay if you fail to check out in time (within six hours of checking in). In mid-2014, this amount was EUR 10, however NS may change the amount of this fee. Go to ns.nl/voorwaarden to see if the fee has changed. The tickets that you have purchased for travel outside of your Regular route using your Traject Vrij season ticket (by checking in and out) and the correction fee are, in principle, charged each month but the monthly invoice is not final (yet). It is possible that you will be

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charged for tickets and/or correction fees up to three calendar months after the date of travel.

If you feel that you have been charged a correction fee in error because you allegedly did not check out with a transportation company (other than NS), you can only submit a claim to that other transportation company for this matter.

- 4.2 If you fail to pay the amount due within the specified period, you will be in default. From that time, you will owe the statutory rate of interest for every calendar day that your payment is too late. In addition, you will also owe reasonable out-of-court costs that NS incurs in order to recover payment as stipulated in Section 6:96, paragraph 2(c) of the Dutch Civil Code [BW].
- 4.3 During the period in which you have failed to satisfy a due and payable payment obligation, you are not permitted to use the Season Ticket.
- 4.4 If you fail to pay for your Season Ticket in time, NS has the right to block the Season Ticket and/or to terminate it with immediate effect.
- 4.5 If you order a Season Ticket and fail to satisfy your due and payable payment obligation, the Season Ticket will not be available for use until you settle your payment arrears.
- 4.6 NS has the right to increase the price of your Season Ticket if additions are made to the use of your Season Ticket or the validity of your Season Ticket has been increased. NS also has the right to increase the price of your Season Ticket each Season Ticket year, both in accordance with the increase in the Consumer Price Index as well as the increase in the usage fee as specified in Section 62 of the Dutch Railways Act, amongst others.
- 4.7 NS has the right to increase the price of your Season Ticket by a greater increment than described in Article 4.6, yet in such a case, NS will announce the increase publicly and grant you the right of termination.

Article 5 Duration, termination and refunds, misuse and fraud

- 5.1 The Season Ticket is a season ticket for an unlimited time unless it is explicitly shown that the Season Ticket has a shorter duration (for example, one year, one quarter, one month or one day).
- 5.2 At the end of the first Season Ticket year, you have the right to terminate the Season Ticket valid for an unlimited period on the same day of the month as the day on which your Season Ticket started. In addition to this required termination, the Season Ticket will not terminate prior to the time you have removed the Season Ticket from your OV-chipkaart (Deactivated) electronically at a machine approved by Trans Link Systems B.V. Your payment obligation and/or any right to a refund of all or part of the season ticket payment will not lapse until after this electronic deactivation.
- 5.3 If the quantity or types of tickets for which discounts are granted are limited at a certain point, and you can prove that the use value of the Season Ticket has declined dramatically for you, you have the right to terminate the Season Ticket for up to three months after the restriction has taken effect. In addition to this required termination, the Season Ticket will not terminate prior to the time you have removed the Season Ticket from your OV-chipkaart (Deactivated) electronically at a machine approved by Trans Link Systems B.V. The restriction will still take effect and will therefore also apply to your Season Ticket until you have actually terminated your Season Ticket. Your payment obligation and/or any right to a refund of all or part of the season ticket payment will not lapse until after this electronic deactivation.
- 5.4 For further information about terminating a Season Ticket in the event of death, please contact NS Customer Service on +31 (0)30-7515155 (local charges apply in the Netherlands). In the event of death, the Season Ticket will terminate at the time the Season Ticket has been removed from your OV-chipkaart (Deactivated) electronically at a machine approved by Trans Link Systems B.V. The payment obligation and/or any right to a refund of all or part of the season ticket payment will not lapse until after this electronic deactivation.
- 5.5 If NS amends the terms and conditions of your Season Ticket, and the amendment results in an actual deviation from the agreed

performance, you have the right to terminate the Season Ticket for up to three months after the amended terms and conditions have taken effect. In addition to this required termination, the Season Ticket will not terminate prior to the time you have removed the Season Ticket from your OV-chipkaart (Deactivated) electronically at a machine approved by Trans Link Systems B.V. The amended terms and conditions will still take effect and will therefore also apply to your Season Ticket until you have actually terminated your Season Ticket. Your payment obligation and/or any right to a refund of all or part of the season ticket payment will not lapse until after this electronic deactivation.

- 5.6 NS has the right to terminate the Season Ticket subject to a three-month notice period.
- 5.7 In the event the continuation of the Season Ticket may no longer reasonably be demanded of NS as a result of a significant change in circumstances, in particular regarding the further introduction of the OV-chipkaart, NS has the right to terminate the Season Ticket subject to a one-month notice period.
- 5.8 If you fail to pay for your Season Ticket in time, NS has the right to terminate the season ticket with immediate effect.
- 5.9 NS has the right to terminate the Season Ticket with immediate effect and/or to block and/or to confiscate your OV-chipkaart and/or to impose a penalty and/or to raise your Boarding rate if you are guilty of fraud or misuse of the Season Ticket or the OV-chipkaart or if your OV-chipkaart has been the object of fraud. The penalty referred to in the previous sentence is determined on the basis of the severity of the misuse or fraud, and will not exceed the Fare per Trip for the longest possible Trip in a single day for the class travelled plus the amount of the Statutory increase.

The increased Boarding rate referred to in the first sentence of this paragraph will not exceed the first class Fare for the longest possible Trip in a single day.

The following cases, amongst others, are examples of misuse or fraud:

- If the NS records, for example, show repeated instances of a failure to check-in or check-out even though this should have been done;
- When you top up your OV-chipkaart without paying the party you should reasonably be expected to pay;
- When you check out with the OV-chipkaart you used to check in a manner other than a machine designated for this purpose by a public transportation company or Trans Link Systems B.V.;
- When you repeatedly fail to check out at the station or stop you are departing from using the OV-chipkaart you used to check in;
- When you repeatedly use the OV-chipkaart to check in more than 30 minutes prior to the start of your journey;
- When you repeatedly travel in the direction of your departure station without this being part of the Travel route.

Article 7 states that the NS is entitled to request information from Trans Link Systems in order to detect and prevent fraud and misuse involving the Season Ticket and the OV-chipkaart.

Article 6 Amendments to the current Season Ticket

- 6.1 During the first year of your Season Ticket, you cannot downgrade it, but you can upgrade it. On the other hand, you can downgrade your Traject Vrij season ticket during the first year. You can of course always change your address or bank account number for any season ticket. You must notify NS of this change in a timely manner.
- 6.2 NS is authorised to amend the terms and conditions or options for the use of the Season Ticket unequivocally if the amendment does not involve an actual deviation from the agreed performance. The amended terms and conditions take effect from the date they become effective for all Season Tickets. Options for use are defined, amongst other things, as the times and days on which, the trains in which, and the transportation companies with which you may use your season ticket.
- 6.3 NS is authorised to amend the terms and conditions or options

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for the use of the Season Ticket unequivocally if the amendment involves an actual deviation from the agreed performance. In this case, your right of termination as specified in Article 5.5 applies. The amendments to the terms and conditions must be announced publicly at least three months prior to the date the amendments take effect. The amended terms and conditions take effect from the date they become effective for all Season Tickets. Options for use are defined, amongst other things, as the times and days on which, the trains in which, and the transportation companies with which you may use your season ticket.

Article 7 Data protection

NS Groep NV is the party responsible for data protection as stipulated in the Personal Data Protection Act (Wbp). Data processing activities carried out by NS Groep N.V. are reported to the Dutch Data Protection Authority in The Hague. If you would like further information, visit ns.nl or call NS Customer Service on +31 (0)30-7515155 (local rates apply). Travel data may be recorded by NS in order to monitor the legal use of the products before, during and after travel. In the event of disputes in the exercising of any rights by the traveler, NS's electronic records on trips are valid as evidence, subject to any proof you have to the contrary. The data will be kept as long as necessary, or if there is a legal necessity for keeping this data. NS is entitled to request data from Trans Link Systems which is necessary for the fulfilment of this agreement for detecting or preventing fraud and/or misuse of the Season Ticket or the OV-chipkaart, and for other activities relating to business operations to the extent the Data Protection Act allows this.

Article 8 Season Tickets at reduced rates (group season tickets) and supplements, including Keuzedagen (Optional Days)

- 8.1 Some types of Season Tickets referred to in the document 'Gebruiksmogelijkheden abonnementen (Options for using season tickets)' on ns.nl/voorwaarden, grant you the right to purchase the types of Season Tickets specified in this document at a reduced rate for Family members (also referred to as 'bijabonnementen' or group season tickets). Some types of Season Tickets and group season tickets referred to in the document 'Gebruiksmogelijkheden abonnementen (Options for using season tickets)' on ns.nl/voorwaarden, grant you the right to purchase supplements (so-called 'extra options'). There are specific terms and conditions applicable to the individual supplements; see ns.nl/voorwaarden for further information.
- 8.2 Some types of Season Tickets for indefinite time periods referred to in the document 'Gebruiksmogelijkheden abonnementen (Options for using season tickets)' on ns.nl/voorwaarden, grant you the right to purchase a maximum of three (3) Kids Vrij season tickets as group season tickets.
- 8.3 Upon request by NS, you must be able to prove that the persons for whom you are purchasing a season ticket at a reduced rate are Family members.
- 8.4 For some of the Season Tickets for an indefinite period specified by NS on ns.nl/voorwaarden, if you are 60 or older, you are entitled to purchase a fixed set of Keuzedagen at a reduced rate once every Season Ticket year. NS may subject the use of a Keuzedag to conditions.
- 8.5 Group season tickets purchased after 19 July 2014 are valid for an indefinite period of time. Group season tickets may be terminated in accordance with the provisions in Article 5.2. NS has the right to amend the terms and conditions, including the price, of a group season ticket if the Season Ticket with which the group season ticket is linked is terminated or amended.
- 8.6 Extra options take effect on the day of the month on which the Season Ticket or group season ticket for which the extra option is a supplement takes or took effect. Your extra option will also terminate on the date that the Season Ticket or group season ticket for which the extra option is a supplement terminates. The provisions in Article 5.2 apply to the termination of the extra options, with the exception of the Keuzedagen.

Article 9 Discounts

- 9.1 You will only receive a discount off the trip (fare) if you have

activated your Season Ticket at a machine certified by Trans Link Systems B.V. It is therefore important for you to Activate your season ticket.

- 9.2 You will only receive a discount if you check in during the hours in which your discount applies and you start the journey for which you have checked in within 30 minutes, unless this is not possible due to a delay in the form of transportation involved.
- 9.3 You will only receive a discount for your own ticket.
- 9.4 You will receive a discount (if applicable) off the tickets for regular single-journey travel on NS or the tickets for regular travel on account with NS. You will find information on what this includes on ns.nl/voorwaarden. You will not receive discounts for other tickets; special-offer tickets from NS, unless otherwise specified on ns.nl/voorwaarden.

Article 10 Season Ticket types

- 10.1 If you have an Altijd Vrij Season Ticket, you will receive a 100% discount off the tickets referred to in Article 9.4 during Off-peak hours and peak hours.
- 10.2 If you have an Altijd Voordeel Season Ticket, you will receive a 20% discount off the tickets referred to in Article 9.4 during peak hours and a 40% discount during Off-peak hours.
- 10.3 If you have a Dal Vrij Season Ticket, you will receive a 100% discount off the tickets referred to in Article 9.4 during Off-peak hours.
- 10.4 If you have a Dal Voordeel Season Ticket, you will receive a 40% discount off the tickets referred to in Article 9.4 during Off-peak hours.
- 10.5 If you have a Weekend Vrij Season Ticket, you will receive a 40% discount off the tickets referred to in Article 9.4 during Off-peak hours and a 100% discount during the period from 6:30 p.m. on Friday until 4:00 a.m. on Monday.
- 10.6 If you have a Kids Vrij Season Ticket, you will receive a 100% discount off the tickets referred to in Article 9.4 that you purchase for a child aged 4 to 11 for travel during Off-peak hours and Peak hours, provided an adult with a valid ticket travels with this child in the same class. One adult may not accompany more than three children.
- 10.7 The OV Vrij Season Ticket consists of the combination of two different season tickets, namely an Altijd Vrij season ticket which entitles you to a 100% discount off the tickets referred to in Article 9.4 during the Off-peak hours and Peak hours, and the Bus Tram Metro (BTM) Vrij Particulier season ticket, which entitles you to a 100% discount off transport by bus, tram and metro in accordance with the terms and conditions of the Bus Tram Metro (BTM) Vrij Particulier Product Terms and Conditions. The Bus Tram Metro (BTM) Vrij Particulier Product Terms and Conditions may be consulted on ns.nl/voorwaarden, and apply to transport by bus, tram and metro. The provisions in these Product Terms and Conditions for Consumer Season Tickets apply by analogy to the Bus Tram Metro (BTM) Vrij Particulier season ticket. In the event of a conflict between the Bus Tram Metro (BTM) Vrij Particulier Product Terms and Conditions and these Product Terms and Conditions for Consumer Season Tickets, the Product Terms and Conditions for Consumer Season Tickets will prevail. The Bus Tram Metro (BTM) Vrij Particulier season ticket is not available as a separate season ticket.
- 10.8 If you have a Traject Vrij Season Ticket, you will receive a 100% discount off the tickets referred to in Article 9.4 to the extent these relate to your Regular route. There are many routes that may only be travelled via NS. It is possible to reach the final destination on several sections via several different routes and transportation companies.

If you travel via NS:

The following rules apply to the NS portion of your journey:

- For the NS portion of your journey, your Regular route will be determined on the basis of the shortest possible and thus least expensive route.
- For the NS portion, you may take every possible route offered by NS indicated in the NS Travel Planner, provided you travel from the starting station on your route to the final station on the route without interruption.

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- If you are not traveling your Regular route however, but are traveling via the travel route indicated in the NS Travel Planner and would like to check in and out during your journey, this leg of the journey will be charged.
- Example: Suppose you have purchased a Season Ticket for the Utrecht Central Station - Leiden Central Station route. The shortest possible travel route is via Alphen aan den Rijn. Along this travel route, you can check in and out at all the stations between Utrecht Central Station and Leiden Central Station without incurring additional charges. However, if you do not take the shortest route, yet do take a travel route indicated in the NS Travel Planner, via Gouda for example, and you check out at this or another station along the route, then you will be charged for this journey.

If you travel via other railways:

It is possible to reach the final destination on several sections via several different routes and transportation companies. In these cases, you will be offered a choice of routes when you purchase your Season Ticket. You may choose between one required route (route A or B), or a 'free route choice (route A and B)'. When you choose a required route and travel on a route other than the required route, you will be charged for this journey.

If you have chosen the 'free route choice' option, you may travel your Regular route with the other transportation company via route A and B. Regardless of your choice (one required route or 'free route choice'), the rules above apply to the NS portion of your journey.

In all cases, when you board the train at an earlier geographic location or travel farther than your Regular route, you will receive an additional invoice for that portion of the route that is not part of your Regular route. If you board (i) at an earlier station, (ii) travel farther than your Regular route or (iii) travel entirely outside of your Regular route, you will be charged for the portion that falls outside of your Regular route as if it were a separate trip. For this separate trip, you will be charged the rates that are stated in the NS Travel Planner.

You will receive a 40% discount off the tickets referred to in Article 9.4 during Off-peak hours for routes falling outside of your Regular route. The time you check in determines whether or not a 0% or 40% discount will apply to this route.

- 10.9** A Grensabonnement entitles you to a 100% discount off certain transport between a specific station in the Netherlands and a specific (railway) border station, such as Roosendaal-grens (border). You do not always have to check in and out for travel on these sections. Several exceptions and variations apply. You will read more about these in Article 11b. For travel outside of your Regular route, you must travel with a separate ticket and therefore cannot do this via your Grensabonnement. You will receive a 40% discount off the tickets referred to in Article 9.4 during Off-peak hours for routes falling outside of your Regular route, and until further notice from NS, also between the hours of 4:00 p.m. and 6:30 p.m. NS will announce the discontinuation of the 40% discount applicable between 4:00 p.m. and 6:30 p.m. on ns.nl/voorwaarden.

Article 11a Intercity Direct Altijd Toeslagvrij season ticket

- 11.1** The Intercity Direct Altijd Toeslagvrij season ticket is a supplement (extra option) to the Season Tickets. The following applies to this supplement: The conditions applicable to certain types of Intercity Direct trains may be found on www.ns.nl/voorwaarden. These terms and conditions will be sent to you free of charge and are also available for inspection at the Chamber of Commerce and Industry in Rotterdam.
- 11.2** The Intercity Direct Altijd Toeslagvrij season ticket, for which you purchase an Intercity Direct supplement for a specific period, entitles you to unlimited travel on the Dutch sections of Intercity Direct trains (Amsterdam <-> Breda) to the extent your Season Ticket is valid for that section and the time you wish to travel. You must check in and out with this Season Ticket in order to travel on a fully valid ticket.

- You can choose between the Intercity Direct Altijd Toeslagvrij season ticket for 1st or 2nd class
- You may only add your Intercity Direct Altijd Toeslagvrij season ticket to a personal OV-chipkaart
- The Intercity Direct Altijd Toeslagvrij season ticket may be ordered and confirmed at the same time as your Season Ticket. It is also possible to add the Intercity Direct Altijd Toeslagvrij season ticket to a current Season Ticket. In this case, the Intercity Direct Altijd Toeslagvrij season ticket will be valid at least until the end of the current Season Ticket year.
- The Intercity Direct Altijd Toeslagvrij season ticket is a continuous contract. It may be terminated after the first year subject to a notice period of one month. In the event of death, the season ticket may also be terminated within the first year, and will then be cancelled as of the first of the following month. It is also possible with the Altijd Vrij monthly season ticket and the Altijd Voordeel monthly season ticket to add an Intercity Direct Altijd Toeslagvrij season ticket for one month only, and this will terminate by operation of law at the end of that month. • Payments may be made in monthly instalments as well as in a single annual payment.

- 11.3** NS has the right to terminate the Intercity Direct Altijd Toeslagvrij season ticket subject to a three-month notice period.
- 11.4** For every termination of the Intercity Direct Altijd Toeslagvrij season ticket, in addition to this required termination, the Intercity Direct Altijd Toeslagvrij season ticket will not terminate prior to the time you have removed the Intercity Direct Altijd Toeslagvrij season ticket from your OV-chipkaart (Deactivated) electronically at a machine approved by Trans Link Systems B.V.

Article 11b The Grensabonnement

- 11.5** The Grensabonnement is essentially a normal Season Ticket for which most of the provisions in these Product Terms and Conditions for Consumer Season Tickets apply. However, several exceptions and variations do apply. These will be explained in this article.
- 11.6** The Grensabonnement only relates to routes operated by NS, and only for trains operated by NS.
- 11.7** If you travel on a Grensabonnement on the section for which your Grensabonnement is valid, you do not have to check in and out. You effectively purchase a ticket for this section by merely getting on and off the train and having proof of a valid Grensabonnement with you when you travel. If you travel on sections outside of those for which your Grensabonnement is valid, you have a choice. You may travel using Travel on Account, with what is known as an ERET or with an e-ticket, provided these are available. When you travel on an ERET or e-ticket, the check-in and check-out requirement does not apply. It is possible that you will have to check in and/or out in order to get through the gates or turnstiles at the station. In other words, this only involves the situation in which you wish to enter or leave the station. In addition, an ERET is for a specified journey (with a departure and arrival station) which you can add to your OV-chipkaart in advance at an NS ticket machine at the station.
- 11.8** If you would like to travel on a section outside of that for which your Grensabonnement applies, you must purchase a ticket.
- 11.9** If your Grensabonnement terminates (by cancellation, dissolution, death or any other reason), you do not have to electronically remove your Grensabonnement product from your OV-chipkaart at a machine approved by Trans Link Systems B.V.

Article 12 Other provisions

- 12.1** NS has the right to amend or rescind any extra benefits associated with a Season Ticket and which are not referred to in these Product Terms and Conditions for Consumer Season Tickets at any time unless otherwise explicitly reported by NS. These extra benefits may also relate to services offered by third parties (transportation companies or non-transportation companies). These services are always provided on the basis of a separate contract between you and the relevant service provider.
- 12.2** Your Season Ticket is personal and therefore non-transferable.
- 12.3** You must bear the responsibility and expense for ensuring that you have a personal OV-chipkaart unless NS indicates that it will

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be responsible for a personal OV-chipkaart in certain situations involving a Season Ticket.

The following section of text is not part of these Product Terms and Conditions for Consumer Season Tickets yet instead involves an explanation from NS about the OV-chipkaart and the company that supplies the OV-chipkaart: The OV-chipkaart is issued by Trans Link Systems B.V. (TLS). When you receive an OV-chipkaart, you are entering into a contract for use with TLS. Trans Link Systems B.V.'s general terms and conditions for (the use of) the OV-chipkaart apply to this contract for use (see www.ov-chipkaart.nl).

