



Important information about parking using the NS app

Some important information about parking using the NS app is given below. Read it carefully and save this document so that you can read it again at a later moment if needed.

Paid parking using the NS app

Parking using the NS app is made possible by NS Reizigers B.V., which has its offices at Laan van Puntenburg 100, 3500 ER Utrecht and is registered with the Chamber of Commerce under number 30124362 (hereinafter referred to as "NS"). It is a functionality within the NS app that lets you pay for parking by starting and stopping periods of parking from within the NS app. The NS app can be used for street parking in almost all Dutch municipalities and will later also be available for use in certain car parks and garages in the Netherlands. This will then be visible on the 'In de buurt' (*In the neighbourhood*) map in the NS app. If a particular parking zone or parking facility is not shown, you cannot (yet) pay for parking there using the NS app.

Who is it for?

NS Flex customers and business customers with an NS Business Card for whom the parking functionality has been enabled or whose employer lets them use their NS Business Card privately¹. If you are self-employed², then it is not possible to pay for parking using your NS Business Card. NS is going to introduce paid parking using the NS app in phases. In the first instance, only customers with an NS Business Card will be able to use it, but at a later point – to be announced by NS – this will also be possible for customers with NS Flex via the NS app. This will also be announced in the NS app.

Agreement with NS

If you use NS Flex, an agreement with NS for an unlimited period about using the NS app for paid parking will come into effect at the moment that you first use the NS app for paid parking (by starting a period of parking).

If you use an NS Business Card, NS enters into an agreement with the employer for an unlimited period about using the NS app for paid parking that will come into effect at the moment that this functionality is enabled by the employer in the portal.

If you use an NS Business Card with the Shared Payment Service, NS enters into an agreement with you personally (not your employer) about using the NS app for paid parking that comes into effect at the moment you first use it.

¹ This is only possible if you use the Shared Payment Service.

² The term "self-employed" is taken to mean companies that, according to the Chamber of Commerce, have no more than a single employee.



What does it cost and how do I pay?

You use the NS app to start and stop a period of parking. NS then charges you for the local parking fee plus transaction costs. You only pay if you start a period of parking using the NS app. So if you don't pay for your parking using the NS app, we won't charge you.

1. *Parking fee*

The local parking fees and how long you are allowed to park at a particular spot are determined by the municipality or the parking facility that you park in. The app shows you exactly what the parking charges are

in the parking zone or car park you are using. If there is a maximum parking time, that is also shown. NS charges you for the minutes that you parked (not rounded up to whole hours), i.e. the number of minutes between starting and stopping a period of parking using the NS app.

2. *Transaction charges*

You pay a fee (transaction charge) for using the NS app for parking, on top of the normal parking fee. Every time you start a period of parking, you pay a fixed amount of €0.25. So it makes no difference how long you park for: you pay €0.25 for each period of parking that you start.

NS does not charge any costs other than the parking fees and the transaction charges. Any costs for additional charges and/or parking fines will be applied by the municipality where you parked on the street or the parking facility manager of the car park or garage that you parked in.

Payment

The parking fees and transaction charges are added afterwards to your NS Flex invoice or NS Business Card invoice. In the case of NS Flex, the amount of the invoice is collected monthly (or more often if that has been agreed) via direct debit. In the case of an NS Business Card, it depends on what payment method was previously agreed (direct debit or bank transfer) and the moment of payment.

Please note that a period of parking that you start continues to run – even if you have reached the maximum time allowed – until the moment that you yourself stop the period of parking in the NS app. You do not receive any notifications. You do pay only for the time for which paid parking applies.

How do I use...?

NS Flex

Customers with NS Flex can park straight away using the NS app, i.e. without first having to go through a specific registration or activation procedure.

If you park on the street, you start the period of parking in the NS app by clicking "Start paid parking" when you park your vehicle. If you park in a car park or garage, you can open the barrier (if there is one) by clicking the same button.

Once you have finished parking, you end the period of parking again in the NS app by clicking "Stop paid parking". If you park in a car park or garage, click that button when you are in front of the barrier and it will let you drive out of the car park. Stopping the period of parking lets you open the barrier.



NS Business Card

Parking using the NS app is only possible if your employer has enabled this for you or if you are allowed to use the NS Business Card for personal purposes. If your employer has enabled this for you or if you are allowed to use the NS Business Card for personal purposes too, you can then pay for parking straight away using the NS app as described above.

...and how do I cancel it?

You can stop using the NS app for parking at any time. After all, you only pay anything when you use it. You can also cancel the agreement with NS about using the NS app for paid parking. You can read about that below.

NS Flex

The option of using the NS app to let you park is a standard component of NS Flex. It is therefore not possible to terminate the agreement with NS about parking using the NS app without also terminating NS Flex. So the agreement continues to run for as long as you have NS Flex, which is for an indefinite period. You can cancel NS Flex at any moment after the first complete month after you signed your NS Flex agreement.*

** If you have taken out an NS Flex season ticket, then you can cancel NS Flex once the first month of the season ticket is complete. If you have amended your NS Flex season ticket in any way, then you can cancel it once a period of one month has elapsed after that change.*

NS Business Card

An employer who has enabled the parking functionality of the NS app for their employees can disable it again at any moment they so wish and thereby terminate the agreement with immediate effect. If you use the NS Business Card privately with the Shared Payment Service, parking via the NS app (and the agreement with NS to that effect) will be terminated at that moment.

Time for reconsidering

If you use NS Flex or use the NS Business Card privately with the Shared Payment Service and you start a period of parking through the NS app for the first time, you then have a period of 14 days in which to reconsider. You can invoke the right of withdrawal up to the fourteenth day after the moment you start your first period of parking and cancel the agreement with NS about parking using the NS app. You can find more information about this in the attachment below or on www.ns.nl/en/customer-service/termination-cancellation/cooling-off-period.html including details of what will be done about the costs already incurred.

If you really have changed your mind, use the [revocation form](#) (follow the link or use the form in the attachment), or contact NS Customer Service.



If you have any questions or if something went wrong... Please contact us

If you have any questions or complaints about parking using the NS app and/or about the invoicing of parking costs, please contact NS.

Business customers can contact NS Customer Service on **030 300 11 11** or through X (formerly Twitter) or by using the contact form on the website. Customers with NS Flex can contact NS Customer Service on **030 751 51 55** or by sending a message on Facebook, X (formerly Twitter) or in the Chat. See also www.ns.nl/en/customer-service. We deal with complaints as quickly as possible, preferably within four weeks.

If you have any questions or complaints about the parking fee itself, parking fines or additional charges, please contact the municipality (in the case of street parking) or the parking facility manager (if you were in a car park or garage).

NS Reizigers BV, Utrecht, September 2024



Reconsideration period for parking using the NS app

As a consumer, you are entitled to a 14-day reconsideration period after the moment you start your first period of parking using the NS app (hereinafter also referred to as the “NS parking app”). If you change your mind during that time, you can revoke your use of the NS parking app without stating your reasons and dissolve the contract with NS for use of the parking app (revocation). This is referred to as the right of withdrawal. This page includes information about how to exercise that right.

How to exercise your right of withdrawal

The reconsideration period of 14 days commences on the day after you first use the NS parking app, i.e. up to the fourteenth day after the moment you start your first period of parking in the app. If you have changed your mind, you simply contact our Customer Service department by phone, chat or social media and tell us that you want to exercise your right of withdrawal.

More information can be found on www.ns.nl/en/customer-service/contact. You can also use the Right of Withdrawal Template Form below.

End of parking using the NS app/end of the agreement to that effect

The option of using the NS app for parking is a standard component of NS Flex.

It is therefore not possible to terminate the agreement about parking using the NS app without also terminating NS Flex. Once you have told the Customer Service department that you are exercising your right of withdrawal, we will therefore terminate NS Flex and the ability to park using the NS App (and the agreement to that effect) along with it. If you use the NS Business Card privately with the Shared Payment Service, parking via the NS app (and the agreement to that effect) will be terminated at that moment.

If you have already parked using the NS app

When you first start a period of parking in the NS app, you are asking NS to make the parking app available for you to use during the reconsideration period, so that you will already be able to use the NS parking app.

You therefore still owe NS the costs for using the NS parking app, i.e. the transaction costs and the local parking fees, for the times that you used the parking app during the reconsideration period. These charges are therefore not reimbursed if you exercise your right of withdrawal.



Template form for revocation of parking using the NS app

Only complete and send this form if you want to revoke the agreement with NS about parking using the NS app (withdraw from it) during the reconsideration period. The reconsideration period ends 14 days after the day on which you first start a period of parking in the NS app.

After completing and signing this form, you can send it to the address below. You can also revoke the agreement (withdraw from the contract) without using the template form by contacting our Customer Service department.

That can be done using the chat feature (available daily from 07:00 to 23:00), which you can find on www.ns.nl/en/customer-service/contact or by calling +31 (0)30-7515155 (available 24 hours a day).

I hereby inform NS that I wish to exercise my right of withdrawal and dissolve (revoke) the agreement with NS about parking using the NS app, having first made use of that service on _____ [enter date]*.

Enter your details [fields marked with a * are mandatory]

Initials* _____ Last name _____

prefix Last name* _____

Street and house number* _____

Postcode and town/city* Phone _____

number _____

E-mail address _____

Customer number _____

NS account number _____

Reason for cancellation _____

Date* _____

Signature (only if this form is submitted on paper)

Print this form out and send it to:

NS Reizigers B.V.
NS Customer Service
PO Box 2372
3500 GJ Utrecht (NL)