

# Terms and Conditions Individual Tickets

These conditions apply to the use of a individual ticket on an E-ticket. This document contains the conditions of Off-Peak Bicycle ticket and NS PriceTime Deal (among other tickets). The applicable rights and obligations for the use of the Individual ticket concerned are shown for each individual ticket.

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# 1. Terms and conditions for bicycles on the train

Valid as of 1 July 2024

Subject to certain conditions, bicycles, folding bicycles and adapted bicycles that are used as an aid may be brought along on the domestic trains of NS Reizigers B.V. (NS)<sup>1</sup>. Those conditions are listed below. 'Bicycle' means regular bicycles, electric bicycles, racing bicycles, mountain bikes and disassembled bicycles. Delivery bicycles, bicycle trailers, box carts, etc. are not permitted. Mopeds are also not permitted. Tandems, tricycles and recumbent bicycles are permitted only if used as an aid by travellers with disabilities.

## 1. Bicycle

- 1.1 A maximum of one bicycle per passenger is permitted during off-peak hours.
- 1.2 Passengers must have not only a ticket of their own, but also a Fietskaart Dal for the bicycle. A Fietskaart Dal is the ticket for the bicycle on the train (see Article 2).
- 1.3 Bicycles may be brought along on the train only during off-peak hours, i.e. on weekdays until 6:30 am, between 9 am and 4 pm, and after 6:30 pm. A bicycle therefore may not be brought along during peak hours, also if the trip started before peak hours, unless the trip in question cannot be completed during off-peak hours due to the train in question being delayed. At weekends, on public holidays (except for King's Day) and in the months of July and August, a bicycle may be brought along all day, including during peak hours.
- 1.4 Bicycles must be stored in a specially designated place on the train, recognisable by a bicycle symbol. If (in exceptional cases) a train unit has no bicycle spaces, or if no bicycle space is available because these spaces are occupied, for instance by bicycles belonging to fellow passengers, the bicycle may not be brought along. The maximum number of bicycles that may be placed onboard is stated in the train at the designated bicycle spaces. In the interest of safety, the conductor may decide at any time that a bicycle may not be brought along, also if the maximum bicycle capacity has not yet been reached.
- 1.5 Luggage must be removed from the bicycle. The passenger is responsible for supervising his or her bicycle.
- 1.6 It is not permitted to bring along a bicycle on a bus or coach used by NS as replacement transport (NS buses).

## 2. Fietskaart Dal

- 2.1 The Fietskaart Dal is valid during off-peak hours, i.e. on weekdays until 6:30 am, between 9 am and 4 pm, and after 6:30 pm, on the date stated on the ticket. The Fietskaart Dal is therefore not valid during peak hours, also if the trip started before peak hours, unless the trip in question cannot be completed during off-peak hours due to the train in question being delayed. At weekends, on public holidays (except for King's Day) and in the months of July and August, the Fietskaart Dal is valid all day on the date stated on the ticket.
- 2.2 The Fietskaart Dal is valid only in combination with a ticket. In addition to the Fietskaart Dal, the passenger must therefore always have a ticket for his or her own trip.
- 2.3 The Fietskaart Dal is valid at all domestic train operators in the Netherlands. This includes the IC Brussels and IC Berlin if traveling only on the Dutch route, but not during the summer months (not valid on the IC Brussels and IC Berlin in July and August). The Fietskaart Dal is not valid on the ICE International, Eurostar and Nightjet. See [www.nsinternational.nl](http://www.nsinternational.nl) for international conditions and the current status.
- 2.4 The Fietskaart Dal must be purchased before travelling. This can be done online on the NS website or in the NS app, at the ticket machine or at the counter. A Fietskaart Dal purchased online is issued as an E-ticket. E-tickets are subject to the [E-ticket terms and conditions](#). If a Fietskaart Dal is purchased from the ticket machine or at a counter, the passenger receives a single chip card (a surcharge applies).

- 2.5 Once purchased, a Fietskaart Dal cannot be changed, cancelled or refunded, unless NS is obligated to do so by law. The right of withdrawal does not apply to tickets, therefore also not to the Fietskaart Dal. NS may unilaterally amend these terms and conditions at any time. The amended terms and conditions apply from the date of their entry into force and will be communicated on the NS website. In the case of a purchased and still valid Fietskaart Dal, if the change is substantially different from the service promised, the right will be granted to refund the Fietskaart Dal already purchased and still valid.

## 3. Bicycle used as an aid, folding bicycle and international bicycle ticket

- 3.1 Bicycle used as an aid  
Passengers who use a bicycle (adapted or other) as an aid due to a disability may transport that bicycle free of charge, also during peak hours, if the bicycle used as an aid meets the provisions of Article 5.6 of the [General Terms and Conditions of Carriage of Passengers and Hand Luggage](#) of Nederlandse Spoorwegen (AVR-NS).
- 3.2 Folding bicycle  
A completely folded folding bicycle may be taken on the train free of charge, also during peak hours, if it does not cause and cannot cause a nuisance, for instance by blocking the walkway or a seat and:
  - has the following dimensions when folded:
    - maximum width 45 cm,
    - maximum length 86 cm,
    - maximum height 80 cm, and
  - is folded during the entire journey. The folding bike must be folded before the passenger boards the train and may only be unfolded after disembarking from the train; and
  - is not placed in one of the bike spaces on the train. It should be placed in luggage areas where possible.
- 3.3 If the folding bike does not meet the conditions of this Article 3.2, the folding bike may not be brought along on the train, unless the passenger has a Fietskaart Dal for the folding bike (see Article 2) or the folding bike is used as an aid due to a disability (see Article 3.1) and meets the other conditions stated in these Bicycle on the Train Terms and Conditions.
- 3.4 Travellers with an international bicycle ticket  
If the passenger has an international ticket as well as an international ticket for the bicycle which are both valid on that day, that bicycle may also be brought along on the NS domestic train to or from the international train in question during peak hours.

<sup>1</sup> Other conditions apply to the R-net sprinters of NS between Alphen aan den Rijn and Gouda station. The conditions below therefore do not apply if you wish to bring along your bicycle on that route.

## 2. Terms and conditions for Off-Peak Group Ticket

Valid from 1 June 2022

1. These conditions apply to Off-Peak Group Tickets [Groepsticket Daluren]. The Off-Peak Group Ticket is a ticket for people who go out together on a trip for a day (hereinafter referred to as the "Group"). They will then have a predefined common purpose for the journey, i.e. they are going to carry out some activity together at the destination
2. A Group comprises a minimum of 2 and a maximum of 7 people. The Group has one designated main ticket holder plus at least 1 but no more than 6 people travelling with them. This identification requirement (see Article 5) means that all passengers in the Group must be age 12 or older
3. All passengers in the Group must be making the same train journey, i.e. they travel:
  - a. in the same train between the same departure and arrival stations, with the understanding that the fellow passengers may get onto the train at an intermediate station. The main ticket holder must be present in the Group for the entire journey from the departure station to the arrival station as stated on the ticket;
  - b. on the same date and at the same time;
  - c. and together as the Group. This means that when the tickets are inspected, the Group must be able to show that their tickets have the same order number (known as the 'Group ID') as the main ticket holder. The order number is shown on the ticket, as is the numbering of passengers making up the Group. The designated main ticket holder is shown as a number "1" followed by the number of passengers in the Group, for example "1/4".
4. The Off-Peak Group Ticket is only available as an e-ticket. Each passenger in the Group needs their own e-ticket to travel. The ticket is for the individual and is non-transferable. The Conditions for E-tickets and Mobile Tickets apply to e-tickets and their use.
5. The initials and surnames of the people in the Group must be completed in full on the website beforehand, i.e. before the Off-Peak Group Ticket is ordered or paid for, and must match the names stated in the identity documents of the passengers of the Group in question. A valid identity document with a photograph must be presented when the ticket is checked, i.e. a passport, identity card or driving licence
6. The Off-Peak Group Ticket is only valid for a one way journey during off-peak hours, i.e. on weekdays before 06:30, between 09:00 and 16:00, and after 18:30. An Off-Peak Group Ticket is therefore not valid for travel during peak hours, even when the journey started before the peak period, unless there is a delay. If a delay makes it impossible for the Group to complete the journey in question during off-peak hours, the Off-Peak Group ticket is also valid during additional journey time outside the off-peak period caused by the delay. An Off-Peak Group Ticket is also valid at weekends and all day on public holidays. The Off-Peak Group ticket is not valid on King's Day (Koningsdag, 27 April).
7. Off-Peak Group Tickets are valid within the Netherlands both with NS and with other rail carriers. A supplement is required for travel on an Intercity Direct or ICE International domestic routesection. They are not valid on Nightjet or Eurostar.
8. Off-Peak Group Tickets are not valid in combination with other promotions.
9. Travelling with an Off-Peak Group Ticket is not permitted if the Group was brought together through third-party mediation unless NS has given permission to do so.
10. The Off-Peak Group Ticket can be purchased a maximum of one month before the journey date; in other words, the latest possible planned journey date for an Off-Peak Group Ticket bought on e.g. 31 October 2022 would be 30 November 2022.
11. Once purchased, an Off-Peak Group Ticket cannot be cancelled or refunded. 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 an Off-Peak Group Ticket has been purchased and is still valid, the main ticket holder will be informed individually if it is a change that deviates substantially from what had been promised, in which case the right to a refund for Off-Peak Group Tickets that have already been purchased and are still valid will be honoured.

### 3. Terms and conditions for Off-Peak Young Person's Day Ticket

Valid from 29 November 2022

1. These conditions apply to the Off-Peak Young Person's Day Ticket. The Off-Peak Young Person's Day Ticket is a ticket (E-ticket) allowing a traveler aged 12 to 18 years old to travel unrestrictedly in 2<sup>nd</sup> class on NS Reizigers B.V. ("NS") trains in off-peak hours on the date stated on the ticket.
2. The Off-Peak Young Person's Day Ticket is only valid during off-peak hours, i.e., on weekdays before 6:30 am, between 9:00 am and 4:00 pm and after 6:30 pm. It is therefore not allowed to travel with the Off-Peak Young Person's Day Ticket during peak hours, even if the journey started before the peak period, unless there is a delay. If due to the delay it is not possible to complete the journey during off-peak hours, the Off-Peak Young Person's Day Ticket is also valid during additional journey time outside the off-peak period caused by the delay. On weekends and public holidays except for 27 April, King's Day (Koningsdag), the Off-Peak Young Person's Day Ticket is valid all day.
3. The Off-Peak Young Person's Day Ticket is only valid on NS trains within the Netherlands. This includes Intercity Direct and the domestic route of ICE International. For the Intercity direct between Rotterdam Central station and Schiphol Airport station and for the ICE, the payment of a supplement is mandatory. The Off-Peak Young Person's Day Ticket is not valid on the Nightjet and Eurostar.
4. The Off-Peak Young Person's Day Ticket is only valid in 2<sup>nd</sup> class.
5. The Off-Peak Young Person's Day Ticket is only available as an E-ticket in the NS-app. The Conditions for E-tickets and Mobile Tickets apply to the (use of the) Off-Peak Young Person's Day Ticket.
6. The traveler's initial(s) and surname must be entered in full in the NS-app before payment of the Off-Peak Young Person's Day Ticket and must correspond to the names as stated in the traveler's identity document. In public transport in The Netherlands, carrying personal identification is mandatory from the age of 12. During checks, a valid identity document including a photo must be shown if the conductor asks for it.
7. The E-ticket is personal and non-transferable. It is therefore not permitted to give the Off-Peak Young Person's Day Ticket to another person (or others) or to share E-ticket online with another person (or others) if you know or may suspect that the other person (or these others) will (want to) travel with the Off-Peak Young Person's Day Ticket. It is also not permitted to purchase an Off-Peak Young Person's Day Ticket with the intention of selling or reselling it for example, while exercising a profession and/or for commercial gain.
8. The Off-Peak Young Person's Day Ticket is not valid in combination with discount season tickets, Group Travel Discount and/or other offers.
9. A purchased Off-Peak Young Person's Day Ticket cannot be changed, cancelled or refunded. The right of withdrawal does not apply to tickets purchased online.
10. NS has the right to unilaterally amend these conditions at any time. The amended conditions shall apply from the date of their entry into force and shall be communicated on the NS website. A purchased and still valid Off-Peak Young Person's Day Ticket will be informed personally if it concerns a change that deviates substantially from the promised performance, in which case the right will be granted to refund the Off-Peak Young Person's Day Ticket already purchased and still valid.

# 4. Terms and conditions for NS Day Ticket

Valid from 1 May 2023

1. These conditions apply to the NS Day ticket. An NS Day ticket is a ticket allowing unlimited travel on NS Reizigers B.V. ("NS") trains and other train operators within the Netherlands (see article 4). The NS Day ticket is only valid on the date stated on the ticket.
2. The NS Day ticket is valid on the date stated on the ticket from 0:00 to 04:00 the following morning, even during peak hours.
3. The NS Day ticket is available as a first-class or second-class ticket.
4. An NS Day ticket is valid on NS trains and with other train operators within the Netherlands. These also include the Intercity Direct and the domestic routes of the IC Berlin, IC Brussels and ICE International. For the Intercity Direct between Rotterdam Centraal station and Schiphol Airport station, and for domestic routes of the ICE, a supplement must be paid. An NS Day ticket is not valid on the Nightjet or Eurostar
5. The NS Day ticket is available as an E-ticket and, on payment of a supplement of € 1, as a single-use OV chipkaart from the ticket sales machine and at the counter. For the NS Day ticket as an E ticket, the following applies:
  - a. The E-ticket Conditions apply to using the E-ticket,
  - b. it is a personal ticket that is non-transferable, and
  - c. when purchasing online, the passenger's initial(s) and last name must be entered in full before payment, and must correspond to the names as stated on the identity document of the passenger concerned. On public transport, the requirement to be able to identify yourself applies from the age of 12. A valid identity document with a photograph must be presented when the ticket is checked.
6. Once purchased, an NS Day ticket cannot be changed, cancelled or refunded. The right of withdrawal does not apply to tickets.
7. It is not permitted to sell NS Day tickets on, or to purchase them with the intention of selling these on in a professional or business capacity or with the aim of making a commercial and/or financial profit. Nor is it permitted to supply used NS Day tickets, or to share these online with other persons if you know or can assume that these persons will or intend to travel with the NS Day tickets.
8. 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. For an NS Day ticket that has been purchased and is still valid, if this is an amendment that deviates substantially from the conditions promised, the right to a refund for the NS Day ticket purchased and still valid is granted.

# 5. Terms and conditions for NS Off-Peak Day Ticket

Valid from 1 November 2024

1. These terms and conditions apply to the NS Off-Peak Day Ticket. An NS Off-Peak Day Ticket is a ticket that allows unlimited travel during off-peak hours within the Netherlands in trains operated by NS Reizigers B.V. (hereinafter “**NS**”) and the other rail carriers (see Article 4).
2. The NS Off-Peak Day Ticket is valid during off-peak hours on the date stated on the E-ticket (on weekdays before 06:30, between 09:00 and 16:00, and after 18:30). An NS Off-Peak Day Ticket is therefore not valid for travel during peak hours, even when the journey started before the peak period, unless there is a delay. If a delay makes it impossible to complete the journey during off-peak hours, the NS Off-Peak Day Ticket is also valid during any additional journey time outside the off-peak period caused by the delay. An NS Off-Peak Day Ticket ticket is also valid at weekends and all day on public holidays (except Kingsday).
3. The NS Off-Peak Day Ticket is available as a 1<sup>st</sup> class or 2<sup>nd</sup> class ticket.
4. An NS Off-Peak Day Ticket is valid on NS trains and with other train operators within the Netherlands. This includes the Intercity Direct and the routes within the Netherlands of IC Berlin, EuroCity Direct, EuroCity and ICE International. A supplement has to be paid for the Intercity Direct between Rotterdam Central and Schiphol Airport and for the domestic part of the ICE route. An NS Off-Peak Day Ticket is not valid on trains where a reservation is mandatory, such as Nightjet and Eurostar.
5. The NS Off-Peak Day Ticket (Off-Peak Day Ticket) is only available as an E-ticket. The following apply for the NS Off-Peak Day Ticket as an E-ticket:
  - a. use of the E-ticket is subject to the [E-ticket Terms and Conditions](#),
  - b. it is a personal ticket that is non-transferable, and
  - c. when purchasing online, the passenger’s initial(s) and last name must be entered in full before payment, and must match the name as stated on the identity document of the passenger concerned. 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.
6. Once purchased, an NS Off-Peak Day Ticket cannot be changed, cancelled or refunded except where NS is legally obliged to do so or in the event of a situation as described in Article 7. The right of withdrawal does not apply to transport tickets and therefore does not cover an NS Off-Peak Day Ticket.
7. NS is entitled to amend these conditions unilaterally at any time. The amended conditions apply from the date on which they come into effect to all NS Off-Peak Day Ticket tickets, and they will be communicated by NS on its website. In cases where an NS Off-Peak Day Ticket has been purchased and is still valid, you have the right in the event of such an amendment to a refund for all NS Off-Peak Day Ticket tickets that have been purchased and are still valid.

*NS Reizigers B.V., Utrecht, 1 November 2024*

# 6. Terms and conditions for Railrunner

Valid from 5 October 2023

1. These terms and conditions apply to the Railrunner (children's ticket). The Railrunner is a special ticket that allows a child aged between 4 and 11 to travel without restriction on trains operated by NS Reizigers B.V. (hereinafter "NS") and other train operators within the Netherlands. The Railrunner is only valid on the date stated on the ticket.
2. The Railrunner is valid from 00:00 on the date stated on the ticket to 04:00 the following morning, including during peak hours.
3. The Railrunner lets a child aged between 4 and 11 travel independently in second class. Children with a Railrunner can travel first class if supervised by an adult who also has a first-class ticket. Each supervising adult can take up to three children, each of whom must have their own Railrunner.
4. The Railrunner is valid on NS trains and with other train operators within the Netherlands. This includes the Intercity Direct and the routes within the Netherlands of the Intercity Berlin and ICE International. The Railrunner can be used without a supplement on these trains. The Railrunner is not valid on Nightjet or Eurostar.
5. The Railrunner is available as an e-ticket and, on payment of a supplement of €1, as a single-use OV-chipkaart from the ticket machine and at the service desk. The following applies for the Railrunner as an e-ticket: Use of the E-ticket is subject to the [E-ticket terms and conditions](#).
  - a. It is a personal ticket that is non-transferable.
  - b. The child's initials and surname must be entered in full before payment of the Railrunner.
  - c. Once purchased, a Railrunner cannot be changed, cancelled or refunded. The right of withdrawal does not apply to tickets.
6. Once purchased, a Railrunner cannot be changed, cancelled or refunded. The right of withdrawal does not apply to tickets
7. You are not allowed to buy Railrunner tickets with the intention of selling them on in a professional or business capacity or with the aim of making a commercial profit. You are also not allowed to supply used Railrunner tickets (in the case of a single-use OV-chipkaart) or share them online with other persons if you know or can assume that these persons will or intend to travel with the Railrunner.
8. Once purchased, a Railrunner cannot be changed, cancelled or refunded. The right of withdrawal does not apply to tickets purchased online.
9. 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. In the case of a Railrunner that has already been purchased and is still valid, if this is an amendment that deviates substantially from the promised service, the right is granted to a refund for the purchased and valid Railrunner.

# 7. Terms and conditions for Day Ticket Dog

Valid from 5 October 2023

Small pets can be taken free of charge on the train in a bag, basket or cage or on your lap. If a passenger travels with a dog that is not kept in a bag, basket or cage or on their lap, the passenger must have a Dagkaart Hond (day ticket for dogs) in addition to their own valid ticket. These terms and conditions apply to the Dagkaart Hond.

If a passenger is accompanied by a dog because of a disability, no Dagkaart Hond is required for the dog as long as it is a guide dog (or trainee guide dog) and is recognisable as such.

1. The Day Ticket Dog is a special ticket that allows a dog that is not kept in a bag, basket or cage or on the passenger's lap to be taken on journeys without restriction on trains operated by NS Reizigers B.V. (hereinafter "NS") and other train operators within the Netherlands.
2. The Day Ticket Dog is only valid in combination with a valid ticket for the passenger in question. In other words, the passenger always needs to have a valid ticket for themselves during the journey as well as the Day Ticket Dog.
3. The Day Ticket Dog is valid from 00:00 on the date stated on the ticket to 04:00 the following morning; this includes peak hours.
4. The Day Ticket Dog is a valid ticket for taking a dog in either first class or second class (depending on the ticket of the passenger the dog is travelling with).
5. The Day Ticket Dog is valid on NS trains and with other train operators within the Netherlands. This includes the Intercity Direct and the routes within the Netherlands of ICE International, IC Berlin and IC Brussels. No supplement is required for dogs travelling on the Intercity Direct and ICE International. The Day Ticket Dog is not valid on international trains where a reservation is mandatory, such as Nightjet and Eurostar.
6. Dogs are not allowed on the seats in trains, nor are they allowed on replacement bus services, such as the coaches that NS deploys as replacement transport, with the exception of guide dogs.
7. The Day Ticket Dog is available as an e-ticket and, on payment of a supplement of €1, as a single-use OV chipkaart from the ticket machine and at the service desk. The following applies for the Day Ticket Dog as e-ticket:
  - a. Use of the e-ticket is subject to the [E-ticket terms and conditions](#).
  - b. The personal data on the Day Ticket Dog must match the data for the passenger the dog is travelling with.
  - c. The passenger's initial(s) and last name must be entered in full before payment and must match the name as stated on the identity document of the passenger concerned. On public transport, the duty to provide proof of identity applies from the age of 12. A valid identity document with a photograph must be presented when the ticket is checked.
8. You are not allowed to sell a Day Ticket Dog on, or to purchase such a ticket with the intention of selling it on in a professional or business capacity or with the aim of making a commercial and/or financial profit. You are also not allowed to hand a used Day Ticket Dog (in the case of the single-use OV-chipkaart) to someone else if you know or can assume that they will or intend to travel with the Day Ticket Dog. E-tickets may only be issued to the person whose name is on the e-ticket.
9. Once purchased, a Day Ticket Dog cannot be changed, cancelled or refunded. The right of withdrawal does not apply to tickets for transport, including the Day Ticket Dog.
10. 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. In the case of a Day Ticket Dog that has already been purchased and is still valid, if this is an amendment that deviates substantially from the promised service, the right is granted to a refund for the purchased and valid Day Ticket Dog.



# 8. Terms and conditions for Intercity direct Supplement

Valid from 5 October 2023

The Intercity direct trains run on the route between Breda and Schiphol Airport. Passengers wishing to travel on the Intercity direct between Schiphol Airport and Rotterdam Centraal Station must not only have a valid ticket but also pay a supplement (the Intercity direct Supplement). These terms and conditions apply to the Intercity direct Supplement.

1. Passengers wishing to travel on the Intercity direct between Schiphol Airport and Rotterdam Centraal Station must pay a supplement: the Intercity direct Supplement. The Intercity direct Supplement is only valid in combination with a valid ticket. In other words, the passenger always needs to have a valid ticket for the journey as well as the Intercity direct Supplement. Children travelling with a valid Railrunner or Kidsvrij season ticket do not need to pay a supplement.
2. The Intercity direct Supplement is available as an e-ticket and as a single-use OV-chipkaart, or it can be loaded onto a personal or anonymous OV-chipkaart at a ticket machine or service desk. In addition, the Intercity direct Supplement can be loaded onto a personal or anonymous OV-chipkaart at one of the supplement posts on the departure platform. If the Intercity direct Supplement is purchased at a supplement post, it is available in peak hours for the usual fare and in off-peak hours with a 40% discount.
3. The Intercity direct Supplement is for a one-way journey or day return. As an e-ticket, the Intercity direct Supplement is only available for a one-way journey. This means when buying e-tickets, two Intercity direct Supplements must be purchased for a return journey (one for the outward journey and one for the return).
4. The Intercity direct Supplement is valid for a fixed route. When purchasing the supplement, the passenger chooses the direction: from Schiphol Airport to Rotterdam Centraal or from Rotterdam Centraal to Schiphol Airport.
5. The Intercity direct Supplement is valid regardless of the class of travel. In other words, the same supplement applies whether travelling first class or second class on the Intercity direct.
6. The Intercity direct Supplement is valid on the journey date selected when purchasing the supplement.
7. The following applies for the Intercity direct Supplement as an e-ticket:
  - a. Use of the e-ticket is subject to the [E-ticket terms and conditions](#).
  - b. The personal data on the Intercity direct Supplement must match the data for the passenger travelling with the supplement.
  - c. The passenger's initial(s) and last name must be entered in full before payment, and must match the name as stated on the identity document of the passenger concerned. A valid identity document with a photograph must be presented when the ticket is checked.
8. You are not allowed to sell an Intercity direct Supplement on, or to purchase such a ticket with the intention of selling it on in a professional or business capacity or with the aim of making a commercial and/or financial profit. You are also not allowed to hand a used Intercity direct Supplement (in the case of the single-use OV-chipkaart) to someone else if you know or can assume that they will or intend to travel with the Intercity direct Supplement. E-tickets may only be issued to the person whose name is on the ticket.
9. Once purchased, an Intercity direct Supplement cannot be changed, cancelled or refunded. The right of withdrawal does not apply to the Intercity direct Supplement.
10. NS is entitled to amend these conditions unilaterally 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. In the case of an Intercity direct Supplement that has already been purchased and is still valid, if this is an amendment that deviates substantially from the promised service, the right is granted to a refund for the purchased and valid Intercity direct Supplement.

# 9. Terms and conditions for ICE Supplement

Valid from 5 October 2023

The ICE International is an international train service that runs between Frankfurt and Amsterdam Centraal every day. Domestic passengers may use this train to travel on the Dutch part of the route between the stations Amsterdam Centraal, Utrecht Centraal and Arnhem Centraal. However, these passengers must pay a supplement (the ICE Supplement) to use this train. These terms and conditions apply to the ICE Supplement.

1. When travelling by the ICE International on a route within the Netherlands between the stations Amsterdam Centraal, Utrecht Centraal and Arnhem Centraal, passengers are required to pay a supplement: the ICE Supplement. The ICE Supplement is only valid in combination with a valid ticket. In other words, the passenger always needs to have a valid ticket for the journey as well as the ICE Supplement.
2. The ICE Supplement is for a one-way journey. In fact, the ICE Supplement is only available for a one-way journey. This means two ICE Supplements must be purchased for a return journey (one for the outward journey and one for the return).
3. The ICE Supplement is valid for a specific route, namely Amsterdam Centraal - Utrecht Centraal - Arnhem Centraal, and is the same regardless of the class of travel. In other words, the same supplement applies whether travelling first class or second class on the ICE International.
4. The ICE Supplement is valid only on the journey date selected when purchasing the supplement.
5. Certain passengers do not need an ICE Supplement when using the ICE International for the route in the Netherlands. They are:
  - Passengers travelling with a valid NS season ticket (all types of season ticket);
  - Passengers travelling with an NS Business Card;
  - Passengers travelling with a business OV-chipkaart;
  - Passengers travelling with a general public transport season ticket that is also valid with NS (for example the student travel product);
  - Passengers with a valid international ticket;
  - Children travelling on a Railrunner (children's ticket).
6. The ICE Supplement is available as an e-ticket and as a single-use OV-chipkaart (without the need to pay the €1 additional charge). The ICE Supplement can also be loaded onto a personal or anonymous OV-chipkaart at an NS ticket machine or NS service desk.
7. The following applies for the ICE Supplement as an e-ticket:
  - a. Use of the e-ticket is subject to the E-ticket terms and conditions.
  - b. The personal data on the ICE Supplement must match the data for the passenger travelling with the supplement.
  - c. The passenger's initial(s) and last name must be entered in full before payment, and must match the name as stated on the identity document of the passenger concerned. A valid identity document with a photograph must be presented when the ticket is checked.
8. You are not allowed to sell an ICE Supplement on, or to purchase such a ticket with the intention of selling it on in a professional or business capacity or with the aim of making a commercial and/or financial profit. You are also not allowed to hand a used ICE Supplement (in the case of the single-use OV-chipkaart) to someone else if you know or can assume that they will or intend to travel with the ICE Supplement. E-tickets may only be issued to the person whose name is on the e-ticket.
9. Once purchased, an ICE Supplement cannot be refunded, cancelled or changed. An ICE Supplement on a single-use OV-chipkaart can however be refunded at an NS service desk up to 30 minutes after purchase if it can be proved that the ICE Supplement has not been used. This is the case if the single-use OV-chipkaart has not been used to check in. The right of withdrawal does not apply to the ICE Supplement.
10. 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. In the case of an ICE Supplement that has already been purchased and is still valid, if this is an amendment that deviates substantially from the promised service, the right is granted to a refund for the purchased and valid ICE Supplement.

# 10. Terms and conditions for 2-1 Day Ticket

Valid from 1 July 2024

1. These terms and conditions apply to the 2-1 Day Ticket. The 2-1 Day Ticket is an upgrade from second class to first class in the train in the form of an E-ticket that is only valid in combination with a second-class ticket. This upgrade is offered by NS Reizigers BV (hereinafter "NS") during certain promotional actions to NS season ticket holders (except Kidsvrij and Business Cards from NS Zakelijk) who are then able to obtain the upgrade at a discount using a unique discount code. This discount code can be redeemed on <https://www.ns.nl/kaartjes/couponcode>.
2. The 2-1 Day Ticket is only valid:
  - a. from 0:00 on the date stated on the E-ticket to 04:00 the following morning (including peak hours), and
  - b. when combined with a second class ticket that is valid for travel on the day of your journey. This second class ticket may be another E-ticket, a separate train ticket purchased from a ticket machine or at a counter, or a valid check-in using your OV-chipkaart (public transport smartcard), debit card or public transport pass. You therefore travel using both the 2-1 Day Ticket and your second class ticket.
3. The 2-1 Day Ticket is valid on NS trains and with other train operators within the Netherlands. This includes the Intercity Direct and the routes within the Netherlands of ICE International, IC Berlin and IC Brussels. A supplement has to be paid for the Intercity Direct between Rotterdam Central and Schiphol Airport and for the ICE. The 2-1 Day Ticket is not valid in trains for which reservations are required, such as Nightjet and Eurostar.
4. The following apply for the 2-1 Day Ticket as an E-ticket:
  - a. use of the E-ticket is subject to the E-ticket Terms and Conditions,
  - b. it is a personal ticket that is non-transferable,
  - c. when purchasing online, the passenger's initial(s) and last name must be entered in full before payment, and must match the name as stated on the identity document of the passenger concerned. 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. Once purchased, a 2-1 Day Ticket cannot be cancelled or refunded except where NS is legally obliged to do so or in the event of a situation as described in Article 6. The right of withdrawal does not apply to transport tickets and therefore does not cover a 2-1 Day Ticket.
6. 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 2-1 Day 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 2-1 Day Tickets that have already been purchased will be honoured.

# 11. Terms and conditions for 2-1 Off-Peak Supplement

Valid from 1 November 2024

1. These terms and conditions apply to the 2-1 Off-Peak Supplement. 2-1 Off-Peak Supplement (2-1 Off-Peak Supplement) is an upgrade van from 2<sup>nd</sup> class to 1<sup>st</sup> class in the train that you can purchase as an E-ticket that is then only valid in combination with a 2<sup>nd</sup> class ticket. This upgrade is offered by NS Reizigers B.V. (hereinafter "NS") during certain promotional periods.
2. The 2-1 Off-Peak Supplement is only valid:
  - a. during off-peak hours on the date stated on the E-ticket (on weekdays before 06:30, between 09:00 and 16:00, and after 18:30). A 2-1 Off-Peak Supplement ticket is therefore not valid for travel during peak hours, even when the journey started before the peak period, unless there is a delay. If a delay makes it impossible to complete the journey during off-peak hours, the 2-1 Off-Peak Supplement is also valid during any additional journey time outside the off-peak period caused by the delay. A 2-1 Off-Peak Supplement ticket is also valid at weekends and all day on public holidays (except Kingsday).
  - b. when combined with a 2<sup>nd</sup> class ticket that is valid for travel on the day of your journey. This 2<sup>nd</sup> class ticket may be another E-ticket, a separate train ticket purchased from a ticket machine or at a counter, or a valid check-in using your OV-chipkaart, debit card or public transport pass. You therefore travel using both the 2-1 Off-Peak Supplement E-ticket and your 2<sup>nd</sup> class ticket.
3. The 2-1 Off-Peak Supplement is valid on NS trains and with other train operators within the Netherlands. This includes the Intercity Direct and the routes within the Netherlands of ICE International, IC Berlin, EuroCity Direct and EuroCity. A supplement has to be paid for the Intercity Direct between Rotterdam Central and Schiphol Airport and for the ICE. The 2-1 Off-Peak Supplement (2-1 Off-Peak Supplement) is not valid in trains for which reservations are required, such as Nightjet and Eurostar.
4. The Toeslag 2-1 is only available as an E-ticket. The following apply for the 2-1 Off-Peak Supplement as an E-ticket:
  - a. use of the E-ticket is subject to the [E-ticket Terms and Conditions](#),
  - b. it is a personal ticket that is non-transferable, and
  - c. when purchasing online, the passenger's initial(s) and last name must be entered in full before payment, and must match the name as stated on the identity document of the passenger concerned. 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. Once purchased, a 2-1 Off-Peak Supplement ticket cannot be changed, cancelled or refunded except where NS is legally obliged to do so or in the event of a situation as described in Article 6. The right of withdrawal does not apply to transport tickets and therefore does not cover a 2-1 Off-Peak Supplement ticket.
6. NS is entitled to amend these conditions unilaterally at any time. The amended conditions apply from the date on which they come into effect to all 2-1 Off-Peak Supplement tickets, and they will be communicated by NS on its website. In cases where a 2-1 Off-Peak Supplement has been purchased and is still valid, you have the right in the event of such an amendment to a refund for all 2-1 Off-Peak Supplement tickets that have been purchased and are still valid.

*NS Reizigers B.V., Utrecht, 1 November 2024*

# 12. Terms and conditions for NS PriceTime Deal

Valid from 23 July 2024

An NS PriceTime Deal lets you buy a one-way ticket (an E-ticket) before the journey date at a variable discount. This discount can be up to a maximum of 60% compared to the regular full fare for a one-way ticket and it applies only to journeys made with NS. The discount you receive from NS depends (among other things) on how far in advance you purchase the E-ticket using NS PriceTime Deal (known as the 'advance booking interval'), how crowded the route is expected to be, the chosen time slot and the journey date.

NS PriceTime Deal is being introduced by NS Reizigers BV (hereinafter "NS") in various phases:

The second phase commences on July 23, 2024. Just like in the first phase, discounts are applied to tickets for off-peak travel on specific NS routes. These discounted tickets must be purchased at least one calendar day before the planned journey date. The discount amount is determined by factors such as the advance booking period and the specific NS route. The advance booking period is a maximum of 30 days before the journey date. In the second phase, the discount amount during off-peak hours depends on the selected time slot on the relevant travel day (weekday or weekend day).

These terms and conditions apply to the second phase of NS PriceTime Deal.

## 1. Phase 2

**1.1** The discounts given during the second phase range from 5% to 60% of the regular full fare for a one-way ticket on the NS route in question and depend on the day, the route and the advance booking interval before the journey date. The advance booking period is a maximum of 30 days before the journey date. The chosen time slot on the specific day (weekday or weekend day) will also influence the discount amount.

Weekdays, Monday to Friday:

- 09:00 - 12:00
- 10:00 - 15:00
- 13:00 - 16:00
- 18:30 - 21.30
- 20:00 - 02.00

Weekend days, Saturday and Sunday:

- 06:00 - 12:00
- 10:00 - 16:00
- 14:00 - 20:00
- 18:00 - 02:00

## Christmas promotion NS PriceTime Deal

When buying an e-ticket between 12 December and 19 December 2024, for the travel period from 21 December 2024 to 6 January 2025, you can make use of the following time slots:

Monday to Sunday:

- 06:00 - 12:00
- 10:00 - 16:00
- 14:00 - 20:00
- 18:00 - 02:00

## 2. General

**2.1** A ticket with NS PriceTime Deal can only be obtained as an E-ticket and can only be purchased through the journey planners on the website (NS Reispplanner in ns.nl) and the NS app. The following apply for these E-tickets:

- a. Use of the E-ticket is subject to the [E-ticket Terms and Conditions](#).
- b. it is a personal ticket that is non-transferable, and
- c. when purchasing online, the passenger's initial(s) and last name must be entered in full before payment, and must match the name as stated on the identity document of the passenger concerned. 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.

**2.2** E-tickets with the NS PriceTime Deal are valid for a one-way journey on the route and in the class and on the date and time slot stated on the E-ticket. Therefore it is not permitted to travel outside the time slot stated on the E-ticket, unless there is a delay. If a delay makes it impossible to complete the journey during the selected time slot, the E-ticket with the NS PriceTime Deal is also valid during any additional journey time outside the time slot caused by the delay.

**2.3** E-tickets with the NS PriceTime Deal are only valid for travel with NS. E-tickets with NS PriceTime Deal are not valid on the domestic routes of the international trains subject to a reservation requirement, such as Nightjet and Eurostar.

**2.4** An E-ticket with the NS PriceTime Deal is not valid in combination with other products and/or other promotions

**2.5** Once purchased, an E-ticket with the NS PriceTime Deal cannot be changed, cancelled or refunded except where NS is legally obliged to do so. The right of withdrawal does not apply to tickets and therefore does not cover an E-ticket with the NS PriceTime Deal.

**2.6** 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 an E-ticket with the NS PriceTime Deal 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 E-tickets with the NS PriceTime Deal that have already been purchased will be honoured.

# 13. Terms and conditions for One-way Ticket

Valid from 18 Februari 2024

1. These terms and conditions apply to the One-Way Ticket (Enkele Reis). An One-Way Ticket is a ticket that is valid for a one-way journey in off-peak hours, from the departure station stated on the ticket to the destination station in the Netherlands on the date, in the travel class and with the carrier stated on the ticket.
2. The One-Way Ticket ticket is available as a first class or second class ticket.
3. An One-Way Ticket is a ticket that is valid for a one-way journey on the route and date, in the class, and with the carrier or carriers stated on the ticket. The One-Way Ticket can be used from 00:00 on the date stated on the ticket until 04:00 the following morning; this includes peak hours. The journey may be interrupted part way, i.e. getting off the train at an intermediate station on the route and then getting on again later in the day to continue the journey is permitted.
4. Depending on the route chosen, an One-Way Ticket allows travel 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. A supplement has to be paid for the Intercity Direct between Rotterdam Centraal and Schiphol Airport and for the ICE International. An One-Way Ticket is not valid on Nightjet or Eurostar.
5. The One-Way Ticket is available online as an E-ticket and, on payment of a supplement of €1, as a single-use OV-chipkaart from the ticket machine or service desk. The following apply for the One-Way Ticket as an e-ticket:
  - a. use of the E-ticket is subject to the E-ticket Terms and Conditions,
  - b. it is a personal ticket that is non-transferable
  - c. when purchasing online, the passenger's initial(s) and last name must be entered in full before payment, and must match the name as stated on the identity document of the passenger concerned. 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 conductor checks the ticket.
6. Once purchased, an One-Way Ticket cannot be changed, cancelled or refunded. The right of withdrawal does not apply to tickets.
7. You are not allowed to buy One-Way Tickets with the intention of selling them on in a professional or business capacity or with the aim of making a commercial profit. You are also not allowed to supply One-Way Tickets (used ones in the case of a single-use OV-chipkaart) or share them online with other persons if you know or can assume that these persons will or intend to travel with the One-Way Tickets.
8. 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. In the case of an One-Way Ticket that has already been purchased and is still valid, if this is an amendment that deviates substantially from the promised service, the right is granted to a refund for the purchased and valid One-Way Ticket.

# 14. Terms and Conditions for Off-Peak One-Way ticket

Valid from 1 July 2024

1. These terms and conditions apply to the Off-Peak One-Way ticket. This ticket is offered by NS Reizigers BV (hereinafter "**NS**") in the Spoordeelwinkel discount shop as part of an excursion or overnight stay. It may also be offered by NS as part of a promotional action.
2. An Off-Peak One-Way ticket is only valid:
  - a. from the departure station stated on the ticket to the destination station stated on the ticket in the Netherlands,
  - b. on the date, in the class and with the carrier or carriers stated on the ticket, and
  - c. in off-peak hours, which on weekdays are before 06:30, between 09:00 and 16:00, and after 18:30. An Off-Peak One-Way ticket is therefore not valid for travel during peak hours, even when the journey started before the peak period, unless there is a delay. If a delay makes it impossible to complete the journey during off-peak hours, the Off-Peak One-Way ticket is also valid during any additional journey time outside the off-peak period caused by the delay. At weekends and on public holidays (with the exception of King's Day), an Off-Peak One-Way ticket is valid all day.
3. Depending on the route chosen, an Off-Peak One-Way ticket allows travel in trains operated by NS and the other rail carriers in the Netherlands. This includes the Intercity Direct and the parts of the routes of IC Brussels, IC Berlin and ICE International within the Netherlands. A supplement has to be paid for the Intercity Direct between Rotterdam Centraal and Schiphol Airport and for the ICE International. The Off-Peak One-Way ticket is not valid on international trains where a reservation is mandatory, Nightjet and Eurostar.
4. An Off-Peak One-Way ticket is only available as an E-ticket (first or second class). The following apply for the Off-Peak One-Way ticket as an E-ticket:
  - a. use of the E-ticket is subject to the E-ticket Terms and Conditions,
  - b. it is a personal ticket that is non-transferable,
  - c. when purchasing online, the passenger's initial(s) and last name must be entered in full before payment, and must match the name as stated on the identity document of the passenger concerned. On public transport, the duty to provide proof of identity applies from the age of 12. A valid identity document with a photograph must be presented when the ticket is checked.
5. Once purchased, an Off-Peak One-Way ticket cannot be changed, cancelled or refunded except where NS is legally obliged to do so or in the event of a situation as described in Article 6. The right of withdrawal does not apply to tickets and therefore also does not apply to the Off-Peak One-Way ticket.
6. 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 an Off-Peak One-Way 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 Off-Peak One-Way tickets that have already been purchased will be honoured.

# 15. Terms and conditions for Day Return

Valid from 18 Februari 2024

1. These terms and conditions apply to the Day Return (Dagretour) product. A Day Return is a ticket that is valid for both the outbound and return journeys on the route and date, in the class, and with the carrier or carriers stated on the ticket.
2. The Day Return is available as a first class or second class ticket.
3. The Day Return is only valid for one outbound plus one return journey on the route and in the class and on the date and with the carrier or carriers stated on the ticket. The Day Return can be used from 00:00 on the date stated on the ticket until 04:00 the following morning; this includes peak hours. The journey may be interrupted part way, i.e. getting off the train at an intermediate station on the route and then getting on again later in the day to continue the journey is permitted.
4. Depending on the route chosen, a Day Return allows travel 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. A supplement has to be paid for the Intercity Direct between Rotterdam Day Return and Schiphol Airport and for the ICE. The Day Return is not valid on Nightjet or Eurostar.
5. The Day Return is available online as an E-ticket and, on payment of a supplement of €1, as a single-use OV-chipkaart from the ticket machine or service desk. The following apply for the Day Return as an E-ticket:
  - a. use of the E-ticket is subject to the E-ticket Terms and Conditions,
  - b. it is a personal ticket that is non-transferable
  - c. when purchasing online, the passenger's initial(s) and last name must be entered in full before payment, and must match the name as stated on the identity document of the passenger concerned. 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 conductor checks the ticket.
6. Once purchased, a Day Return cannot be changed, cancelled or refunded. The right of withdrawal does not apply to tickets.
7. You are not allowed to buy Day Return tickets with the intention of selling them on in a professional or business capacity or with the aim of making a commercial profit. You are also not allowed to supply Day Return tickets (used ones in the case of a single-use OV-chipkaart) or share them online with other persons if you know or can assume that these persons will or intend to travel with the Day Return tickets.
8. 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. In the case of a Day Return that has already been purchased and is still valid, if this is an amendment that deviates substantially from the promised service, the right is granted to a refund for the purchased and valid Day Return.



# 16. Terms and conditions for Off-Peak Day Return

Valid from 1 July 2024

1. These terms and conditions apply to the Off-Peak Day Return. This ticket is offered by NS Reizigers BV (hereinafter "NS") in the Spoordeelwinkel discount shop as part of an excursion or overnight stay. It may also be offered by NS as part of a promotional action.
2. An Off-Peak Day Return is a ticket that is only valid:
  - a. from the departure station stated on the ticket to the destination station stated on the ticket in the Netherlands for both the outward and return journeys, with it being possible to break the journey part way, in other words getting off the train at an intermediate station on the route and then getting on again later in the day to continue the journey,
  - b. on the date, in the class and with the carrier or carriers stated on the ticket, and in off-peak hours, which on weekdays are before 06:30, between 09:00 and 16:00, and after 18:30. An Off-Peak Day Return is therefore not valid for travel during peak hours, even when the journey started before the peak period, unless there is a delay. If a delay makes it impossible to complete the journey during off-peak hours, the Off-Peak Day Return is also valid during any additional journey time outside the off-peak period caused by the delay. At weekends and on public holidays (with the exception of King's Day), an Off-Peak Day Return is valid all day.
3. Depending on the route chosen, an Off-Peak Day Return allows travel in trains operated by NS and the other rail carriers in the Netherlands. This includes the Intercity Direct and the parts of the routes of IC Brussels, IC Berlin and ICE International within the Netherlands. A supplement has to be paid for the Intercity Direct between Rotterdam Centraal and Schiphol Airport and for the ICE International. The Off-Peak Day Return is not valid on international trains where a reservation is mandatory, such as Nightjet and Eurostar.
4. An Off-Peak Day Return is only available as an E-ticket (first or second class). The following apply for the Off-Peak Day Return as an E-ticket:
  - a. use of the E-ticket is subject to the E-ticket Terms and Conditions,
  - b. it is a personal ticket that is non-transferable,
  - c. when purchasing online, the passenger's initial(s) and last name must be entered in full before payment, and must match the name as stated on the identity document of the passenger concerned. On public transport, the duty to provide proof of identity applies from the age of 12. A valid identity document with a photograph must be presented when the ticket is checked.
5. Once purchased, an Off-Peak Day Return ticket cannot be cancelled or refunded except where NS is legally obliged to do so or in the event of a situation as described in Article 6. The right of withdrawal does not apply to tickets and therefore also does not apply to the Off-Peak Day Return.
6. 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 an Off-Peak Day Return 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 Off-Peak Day Return tickets that have already been purchased will be honoured.

# 17. Terms and conditions for Off-Peak Guest Passenger Returns

Valid from 1 July 2024

1. These terms and conditions apply to Off-Peak Guest Passenger Returns. This ticket is offered by NS Reizigers BV (hereinafter "NS") during certain promotional actions as a discount to NS season ticket holders (except Kidsvrij and a Business Card from NS Zakelijk) using a unique discount code. This discount code can be redeemed on [https://www.ns.nl/kaartjes/ coupon code](https://www.ns.nl/kaartjes/coupon).
2. An Off-Peak Guest Passenger Return is only valid:
  - a. from the departure station stated on the ticket to the destination station stated on the ticket in the Netherlands, for both the outward and return journeys,
  - b. on the date and with the carrier or carriers stated on the ticket,
  - c. in off-peak hours, which on weekdays are before 06:30, between 09:00 and 16:00, and after 18:30. An Off-Peak Guest Passenger Return is therefore not valid for travel during peak hours, even when the journey started before the peak period, unless there is a delay. If a delay makes it impossible to complete the journey during off-peak hours, the Off-Peak Guest Passenger Return is also valid during any additional journey time outside the off-peak period caused by the delay. The Off-Peak Guest Passenger Return is also valid at weekends and all day on public holidays (except King's Day), and if you travel for the entire train journey with someone who has a valid ticket and you are travelling in the same class and same compartment as the person you are with.
3. Depending on the route chosen, an Off-Peak Guest Passenger Return allows travel in trains operated by NS and the other rail carriers in the Netherlands. This includes the Intercity Direct and the parts of the routes of IC Brussels, IC Berlin and ICE International within the Netherlands. A supplement has to be paid for the Intercity Direct between Rotterdam Centraal and Schiphol Airport and for the ICE International. An Off-Peak Guest Passenger Return is not valid on international trains where a reservation is mandatory, such as Nightjet and Eurostar.
4. In the situation described in Article 1, an Off-Peak Guest Passenger Return is only available as an E-ticket. The following apply for the Off-Peak Guest Passenger Return as an E-ticket:
  - a. use of the E-ticket is subject to the E-ticket Terms and Conditions,
  - b. it is a personal ticket that is non-transferable,
  - c. when purchasing online, the passenger's initial(s) and last name must be entered in full before payment, and must match the name as stated on the identity document of the passenger concerned. 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. Once purchased, an Off-Peak Guest Passenger Return cannot be changed, cancelled or refunded except where NS is legally obliged to do so or in the event of a situation as described in Article 6. The right of withdrawal does not apply to transport tickets and therefore does not cover an Off-Peak Guest Passenger Return.
6. 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 an Off-Peak Guest Passenger Return 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 Off-Peak Guest Passenger Returns that have already been purchased will be honoured.

# 18. Terms and conditions for Off-Peak Co-travel Ticket

Valid from 18 Februari 2024

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 identity 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. 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.

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**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.

**7. Amendments to the terms and conditions**

**7.1** 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.

**7.2** 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?**

**8.1** 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**

**9.1** 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).