

E-ticket Terms and Conditions

1. Applicable conditions

- 1.1 The use of the E-ticket is governed by these E-ticket Terms and Conditions.
- 1.2 The transport by train with NS Reizigers B.V. (“**NS**”) is governed by the [General Terms and Conditions for the transport Travellers and Hand Luggage of Nederlandse Spoorwegen \(AVR-NS\)](#) (the “**AVR-NS**”). If you are travelling with another transport provider, the [General terms and conditions urban and regional public transport](#) apply. See www.ns.nl/terms-conditions.

2. E-ticket

- 2.1 “**E-ticket**” means the document that is ordered and paid for on the NS website (www.ns.nl) or in the NS app and that may be used as a valid ticket as defined in the NS General Conditions if these E-ticket Conditions are met.
- 2.2 Except for the E-ticket referred to in Article 2.4, E-tickets may be used by printing the E-ticket or by downloading it onto your mobile phone, tablet or laptop. Please also take note of Article 2.5 when making your choice.
- 2.3 The E-ticket is a valid ticket as defined in the AVR-NS if the following conditions are met:
 - The E-ticket is personal and non-transferable. In a ticket inspection, a valid photo ID must be presented: a passport, ID card or driving licence.
 - The obligation to present a valid photo ID does not apply to children travelling with a Railrunner (valid up to the age of 11). However, their names and the travel date must be stated on the E-ticket.
 - The E-ticket is valid only for the selected route, the period and the class stated on the E-ticket.
 - The E-ticket must be kept until the exit of the destination station.
 - A printed E-ticket must be of sound printing quality. Poorly printed, damaged, illegible or only partially visible E-tickets are rejected and are considered invalid.
 - An E-ticket that has been downloaded onto a mobile phone, tablet or laptop is valid as a ticket only if it can be clearly and legibly displayed on the mobile phone, tablet or laptop. That requires sufficient screen size and screen quality. You yourself must ensure that your device is sufficiently charged and is functioning adequately. E-tickets that are poorly displayed, are unreadable or have been edited are rejected and are considered invalid.
 - The E-ticket must be purchased before the start of the journey. E-tickets purchased after the start of the journey are considered invalid.
 - An E-ticket cannot be returned or refunded. The 14-day statutory right of withdrawal does not apply to E-tickets. The “money back in the event of delays” rule does apply to E-tickets, however.
- 2.4 At present (March 2019), E-tickets that are also valid on [buses, trams or the metro](#) are valid only when printed.
- 2.5 Special offers may be printed on the E-ticket, e.g. for a drink or a snack. They are printed in the lower left section of the E-ticket. You may make use of those offers only if you have printed the E-ticket; they are not readable otherwise.

3. General

- 3.1 E-tickets may not be purchased in order to be resold in a profession or business capacity for commercial gain.
- 3.2 NS is not liable for any fines (penalty fares) incurred when travelling without a valid ticket.
- 3.3 In the event of misuse or improper use, NS may declare the E-tickets in question invalid.
- 3.4 NS is not responsible for the functioning of the equipment used by you or for errors in the software used by you to send or receive electronic messages
- 3.5 NS cannot be held liable in any manner in the event of technical breakdowns of any kind as a result of which the payments cannot be processed or authorised, or cannot be processed or authorised in a correct or timely manner.
- 3.6 NS may amend these conditions at any time. E-tickets already purchased may still be used in that case.

4. Data protection

- 4.1 NS Groep NV is the controller within the meaning of the General Data Protection Regulation (GDPR). NS processes personal data in providing its services. NS processes your personal data in accordance with the GDPR. For more information, please visit www.ns.nl/privacy or call NS Customer Service 030 - 751 51 55 (local rate).

Utrecht, March 2019

Article 2 has been amended in relation to the November 2018 version (new paragraphs 2.2, 2.4 and 2.5): E-tickets are valid in the bus, tram and metro only when printed. The same applies to any special offers printed on the E-ticket.