

E-ticket Terms and Conditions Trains NL

A. Applicable conditions

- A.1** The use of the E-ticket is governed by the following E-ticket Terms and Conditions.
- A.2** Transport by train with NS Reizigers BV ("NS"). "NS" is subject to the General Terms and Conditions for transport of Travelers and Hand Luggage of Dutch Railways (AVR-NS). If you travel with another carrier, the General terms and conditions urban and regional public transport apply.

B.General

- B.1** "E-ticket" means a ticket purchased online that (i) can be loaded into an app on a mobile device (mobile phone, tablet, laptop), (ii) can be downloaded as a PDF and must be printed ("homeprint").
- B.2** An E-ticket can only constitute a valid ticket if all of the following conditions are met:
- a. An E-ticket is only a valid ticket with the Train Operators stated on the E-ticket.
 - b. An E-ticket must - in accordance with the purchase instructions - be printed or loaded into an app on a mobile device (mobile phone, tablet or laptop).
 - c. An E-ticket is personal and non-transferable. All travelers from the age of 12 must show a valid identity document with photo (passport, identity card or driver's license) during a check. The name on the identity document must match the name on the E-ticket.
 - d. An E-ticket must be kept up to and including the exit of the destination station.
 - e. An E-ticket is only a valid ticket if it is clearly legibly printed or can be displayed from an app on a mobile device (mobile phone, tablet or laptop). Sufficient screen size and quality is necessary for this. E-tickets that are poorly displayed, illegible or edited may be rejected and considered invalid.
 - f. If an E-ticket cannot be shown correctly during a check, for example due to malfunctions in the mobile device (mobile phone, tablet or laptop) or because it is not charged, it is not a valid ticket.
 - g. An E-ticket must be purchased before the start of the trip. An E-ticket purchased after the start of the journey is not a valid ticket.
 - h. For trips in the Intercity direct over the HSL (High-speed line) between Rotterdam Central and Schiphol Airport (or vice versa), an Intercity direct surcharge is required in addition to a regular ticket for the relevant route. See below under "Additional conditions E-ticket Surcharge Intercity direct".
 - i. For travel on the domestic route of Intercity Brussels – in addition to a regular E-ticket for the relevant route – an Intercity direct surcharge is required if the IC Brussels runs on the HSL (High Speed Line) between Schiphol Airport and Rotterdam Central (or vice versa) . This is indicated on the departure boards on the platforms. See below under "Additional conditions E-Ticket Surcharge Intercity direct".
 - j. For travel on the domestic route of ICE International - in addition to a regular E-ticket for the relevant route - an ICE surcharge is required. See below at " Additional conditions E-Ticket Surcharge ICE".
 - k. An E-ticket is not valid on Thalys , Eurostar and Nightjet trains. There is one for this international ticket required .
 - l. Every traveler needs their own E-ticket. Multiple people cannot travel at the same time on one E-ticket.
 - m. Depending on the ticket, additional conditions may apply, as indicated below.
- B.3** Train carriers are entitled not to accept an E-ticket as a valid ticket in the event of misuse or improper use.
- B.4** An E-ticket does not entitle you to a seat.
- B.5** These E-ticket conditions apply in addition to the general conditions of carriage of the Train Carrier performing the transport.
- B.6** It is not allowed to:

a. To (re)sell E-tickets or to purchase E-tickets with the aim of selling them (on) in the exercise of a profession or business or with the aim of commercial and/or financial gain.

b. Share E-tickets and/or the barcodes included on them with or provide them to, for example via social media, persons other than the person whose name is on the E-ticket. E-tickets may only be issued to the person whose name is on the E-ticket.

c. To facilitate that E-tickets and/or the barcodes included on them are shared with or provided to persons other than the person whose name is on the E-ticket, for example by creating and/or maintaining an account on social media.

B.7 In the event of a violation of these E-ticket conditions, Train Operators have the right to declare the E-Tickets invalid and/or block them. Train carriers can also impose a fine in the amount of the so-called statutory increase. At the moment this amount is €50. In the event of a violation of these E-ticket conditions, the person who commits the violation also has the obligation to compensate the full damage that a Train Carrier suffers as a result.

C. Additional conditions E-ticket Full rate and E-Ticket Dal

C.1 An E-ticket Full Fare and E-ticket Off-peak is only a valid ticket for transport by train on the route, on the date and in the class stated on the E-ticket.

C.2 An E-ticket Full Fare and E-ticket Dal “one way” can be used once. An E-ticket full rate and E-ticket off-peak “day return” can be used once for the outward journey and once for the return journey.

C.3 An E-Ticket Full Fare or an E-Ticket Off-peak is only a valid ticket with the Train Carrier(s) stated on the E-Ticket.

C.4 An Off-peak E-ticket is only a valid ticket during the off-peak hours indicated on the ticket. Outside of these off-peak hours, an E-ticket off-peak is not a valid ticket. This means that both the start and the end of the journey must be in these off-peak hours. However, if a traveler was unable to complete the relevant journey during Off-peak hours due to a delay of the Train Carrier(s) for which an Off-peak E-ticket is valid, an Off-peak E-ticket will also provide for the extra travel time outside Off-peak hours caused by the delay. a valid ticket.

D. Additional conditions Kids Day ticket

D.1 A Kids Day ticket is only a valid ticket for transport by train on the date and in the class stated on the E-ticket if the traveler using the E-ticket as a ticket has an age in the age category 4 to 11 years.

D.2 A Kids Day ticket is only a valid ticket with the Train Carrier(s) stated on the E-ticket.

D.3 A Kids Day ticket is only a valid ticket in 1st class if the traveler aged 4 to 11 is accompanied by an adult aged 18 or older with a valid 1st class ticket. Each companion may take a maximum of three (3) travelers in the age category 4 to 11 years, each with their own valid ticket.

E. Additional conditions Teenager Day ticket Dal

E.1 A Teenager Day ticket Off-peak is only a valid ticket on NS trains and only during off-peak hours on the date stated on the E-ticket if the traveler using the E-ticket as a ticket is of age in the age group 12 years to 18 years.

E.2 A Teenager Day ticket off-peak is only a valid ticket during off-peak hours. A Teenager Day ticket Off-peak is not a valid ticket outside the Off-peak hours. This means that both the start and the end of the

journey must be in off-peak hours. However, if the traveler was unable to complete the relevant journey during Off-peak hours due to a delay of the NS train, a Teenager Day ticket Off-peak also provides a valid ticket for the extra travel time outside the Off-peak hours caused by the delay.

- E.3** The Teenager Day ticket off-peak is only valid with NS and therefore not with the other train operators.
- E.4** The Teenager Day ticket Dal is only valid in 2nd class and not in 1st class.

F. Additional conditions E-ticket Surcharge Intercity direct

- F.1** An E-ticket Surcharge Intercity direct, in combination with a valid regular ticket for the relevant route, entitles the traveler to make a one-way trip with (i) the Intercity direct over the HSL (High Speed Line) route between Schiphol Airport and Rotterdam Central or vice versa, or (ii) the Intercity Brussels if it runs on the HSL (High Speed Line) between Schiphol Airport and Rotterdam Central (or vice versa). The departure boards on the platforms indicate whether a surcharge is required.
- F.2** An E-ticket Surcharge Intercity direct is only a valid ticket on the date stated on the E-ticket.

G. Additional conditions E-ticket Surcharge ICE

- G.1** An E-ticket Supplement ICE, in combination with a valid regular ticket for the relevant route, entitles the traveler to travel on a single journey with the ICE International within the Netherlands, on (part of) the route Amsterdam- Utrecht-Arnhem or vice versa;
- G.2** An E-ticket Surcharge ICE is only a valid ticket on the date stated on the E-ticket.
- G.3** No separate ICE Surcharge is required when using some travel products. Consult the terms and conditions that apply to the relevant travel product.

H. Additional conditions E-ticket Bicycle Dal

- H.1** With an E-ticket Off-Peak Bicycle, a traveler can take a bicycle with him during off-peak hours on the date indicated on the E-ticket. Bicycles also include recumbent bicycles, tandems, electric bicycles and (disassembled) racing bicycles.
- H.2** The bicycle must be parked in a specially made place in the train for the entire journey. If the train on which a traveler wishes to travel (in exceptional cases) does not have a special place for bicycles, or if there are no free places available, the passenger may not take the bicycle with him.
- H.3** The Off-peak Bicycle E-ticket is only valid during the period indicated on the E-ticket, which is August all day. Outside this period, it is not allowed to take a bicycle on the train. This means that the Off-peak Bicycle Card must be valid both during the start and at the end of the journey. However, if a traveler has not been able to complete the relevant journey during the validity period due to a delay of the Train Carrier(s) for which the E-ticket Off-peak Bicycle Card is valid, the E-ticket Off-Peak Bicycle Card is also valid during the extra time caused by the delay. travel time outside the validity period.
- H.4** An E-ticket Off-peak Bicycle is only valid in combination with a valid regular ticket for the traveler on the same route.
- H.5** No E-ticket Off-peak bicycle is required to take along a folded folding bicycle or a bicycle that is used as an aid. An adapted bicycle, recumbent bicycle or tandem that the traveler uses due to a disability may be taken along free of charge in accordance with the provisions of the NS Travel Assistance Conditions (see conditions-ns-travel assistance.pdf).

I. Additional conditions E-ticket Day Dog

- I.1** With an E-ticket Day Dog, a traveler can take a dog on the train on the date stated on the E-ticket.
- I.2** The dog must always be kept on a leash in the train.
- I.3** A dog may never occupy a seat.
- I.4** If the traveler is accompanied by a dog due to a disability, no separate E-ticket Day Dog is required for this dog, provided that the dog is recognized as such guide dog (in training) or assistance dog (in training) of the Stichting Hulphond Nederland. is.
- I.5** Small dogs are also not required for an E-ticket Day Dog, provided they are transported in a basket, bag, cage or on your lap.
- I.6** An E-ticket Day Dog is only valid in combination with a valid regular ticket from the dog's companion on the same route and on the same date.