

Travelling by train with NS

All the information you need about your journey by train

How can we help you?

We are happy to be of service to you to answer any questions you have and make your journey as easy and pleasant as possible. Contact us in any of the following ways for further information.

NS website

You will find all the information you need about NS, our products and special offers on ns.nl.

NS Forum

Ask questions, participate in discussions and answer other people's questions on ns.nl/forum.

NS Customer Service

Available by telephone day and night at:
030 - 751 51 55.

Follow NS on



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Welcome

You are planning to travel by train. Perhaps for the first time, or maybe it's been a while since you've done so. You might want to know more about specific facilities and types of journeys. You'll find the answers to these questions and more in this brochure. After all, our hope is that you will travel by train more often. Whether you use it to get to work, school or just for a day out: travelling by train is for everyone.

In this brochure, the chapters follow the stages involved in train travel, and are divided into four steps. It starts at home, when you decide to take a journey by train. The next step is the station. This is when your journey really starts: you board the train and are on your way. The last step starts the minute your journey by train ends.

With over 400 stations, you can reach nearly every destination in the Netherlands by train. Where will your journey take you today?



Preparation

To ensure a stress-free journey, there are a few preparations you can make in advance. This way, you'll know exactly what to expect once you arrive at the station.

OV-chipkaart

For travel by train, you almost always need an OV-chipkaart. The OV-chipkaart is the form of payment used for every type of public transport in the Netherlands, including when you travel by train with NS. You have the option of buying a personal or anonymous OV-chipkaart.

The information below shows you what the OV-chipkaart costs, where you can order or buy one, and what the differences are between a personal OV-chipkaart and an anonymous OV-chipkaart.

The single-use chipkaart, a handy alternative

Don't really travel by train that often? Then the single-use chipkaart might be right for you. See page 9 for further information.

The personal OV-chipkaart	The anonymous OV-chipkaart
Personal	Not personal
Protection of your balance within 24 hours after theft	Cannot be blocked in the event of loss or theft
Your balance refunded in the event of loss or theft	Your balance cannot be refunded in the event of loss or theft
Option for automatic topping-up	No option for automatic topping-up
View your travel data in Mijn NS	View your travel data in Mijn NS
Suitable for NS and other OV Season Tickets	Not suitable for NS and other OV Season Tickets
7 working days to process card order	Directly available from NS ticket machines with the OV-chipkaart logo or other points of sale
Recommended price OV-chipkaart € 7.50 (free with NS Annual Season Ticket).	Recommended price OV-chipkaart € 7.50

After buying the card you need, all you have to do is top up your balance. You can charge your card at any NS ticket machine. Read more about this on page 16, or visit: ns.nl/ovchipkaart.

A personal OV-chipkaart is free of charge when you buy an NS Season Ticket. You can order one at ns.nl/abonnementen or at the NS shops at the larger stations. You can also order a personal OV-chipkaart without a Season Ticket, or an anonymous OV-chipkaart at the above locations or via ov-chipkaart.nl. These cards cost a one-time payment of € 7.50.

It's easy to take care of everything online

You can view all of our products online, and also purchase most of them this way. These products consist of individual tickets, supplements and season tickets that you add to your OV-chipkaart. You don't have to go to the station to purchase these products. Go to ns.nl/producten to see all the products NS offers. Via this link, you can also cash in voucher codes that we have sent you by email, such as the voucher codes from the Spoordeelwinkel.

View the details of your journeys with Mijn NS

Would you like to have access to the information on your OV-chipkaart, wherever you are? With a Mijn NS account, you can sort out many of your NS travel arrangements online.

This account allows you to:

- » see the journeys you have already taken with NS;
- » request a refund if you have forgotten to check in or out;
- » request a refund in the event of a delay;
- » view your Season Ticket, or change or add to it with Bijabonnementen (Group Season Tickets);
- » change the travel class for your Season Ticket.

Create your own Mijn NS account at: ns.nl/mijnns.

Planning your journey

It's easy to find out which train will get you to your destination and how late it departs in our Travel Planners: NS Travel Planner and Travel Planner Xtra app. You will find the NS Travel Planner online via ns.nl, and you can consult this information on your smartphone or tablet by downloading the free Travel Planner Xtra app.

What you can do in the app:

- » plan your journey;
- » look up travel information during your journey;
- » view the price of your journey;
- » view and report situations involving crowded trains.

The Travel Planner Xtra app also allows you to save your planned journey and receive alerts about your journey, for example a reminder to check out.

By turning on push notifications, you will also receive a message if there are major disruptions that will impact your journey, for example in case of inclement weather. The application

also provides information on stations, such as if there is an OV-fiets facility (and how many bicycles are currently available there), and which services and shops are available at the station.

Engineering work

ProRail improves and renews the railway on a regular basis. This work can cause re-routing or delays on the section you are travelling on. With the travel advisory updates in the NS Travel Planner and the Travel Planner Xtra app, we make sure you will reach your destination, even when engineering work is being done on the railway.

Explore stations digitally

To help you find your way even easier, you can now view our stations online. There are two ways to take a digital 'tour' in and around the station:

- » Via Google Maps, for a large number of stations. When you zoom in as far as possible on the station building, Google Maps will automatically switch to Indoor Maps, allowing you to view the inside of the station and see the shops and facilities.
- » Via our station maps on [ns.nl/stationsinformatie](https://www.ns.nl/stationsinformatie). This page provides you with maps for a number of stations, and information on shops and facilities.



Season Tickets

We have a Season Ticket to suit every type of traveller, whether you travel every day or just once a month, and whether it's for work, school or a day out. After all, although the many types of journeys may be different, the goal of the NS Season Tickets is the same: easy and inexpensive travel by train.

Which type of traveller are you?

- » Dal Vrij;
- » Weekend Vrij.

In determining which Season Ticket is best for you, we base our assumptions on the times you usually travel. We make a distinction between peak and off-peak hours:

- » Off-peak hours are between 9:00 a.m. and 4:00 p.m., before 6:30 a.m. and after 6:30 p.m. On weekends and holidays, off-peak hours apply all day.
- » Peak hours are the hours between 6:30 and 9:00 a.m., and from 4:00 to 6:30 p.m., from Monday to Friday.

The time you check in determines the discount for your journey. This applies to all Season Tickets.

Interested in saving money for travel during both peak and off-peak hours? If so, we recommend the following Season Tickets:

- » Altijd Voordeel;
- » Altijd Vrij;
- » Traject Vrij;
- » OV Vrij.

To save money of travel completely unlimited during the off-peak hours, we recommend these Season Tickets:

- » Dal Voordeel;

Choosing a Season Ticket

Find out which Season Ticket is best for you using the NS Season Ticket Guide. Go to [ns.nl/abonnementenwijzer](https://www.ns.nl/abonnementenwijzer), or see pages 10/11 for an overview of all our Season Tickets.

Do you still have a Voordeelurenabonnement? This Season Ticket entitles you to a 40% discount off travel after 9:00 a.m. every day, and all day on the weekend. We have discontinued this Season Ticket, and it may no longer be ordered as a new product. You can however still renew your existing Voordeelurenabonnement.

Ordering Season Tickets

There are different ways to order Season Tickets. All our Season Tickets are available online for fast and easy ordering. Do you already have a personal OV-chipkaart? If so, there are several types of Season Tickets available at stations from the NS ticket machines or the NS shops.

Holidays

Holidays always apply as off-peak travel periods. Other conditions may apply on holidays. If you have a Season Ticket, for example, you can travel the entire day at a discount on holidays. Your discount will depend on the type of Season Ticket you have. Different timetables sometimes apply on holidays. Go to ns.nl/feestdagen for further information.

All the information you need on our Season Tickets

For further information on our season tickets, including for business travellers, go to ns.nl/abbonnementen.

Which days does the NS consider holidays in 2017?

New Year's Day: 1 January 2017

Good Friday: 14 April 2017

Easter: Easter Sunday - 16 April 2017 & Easter Monday - 17 April 2017

King's Day: 27 April 2017

Ascension Day: 25 May 2017

Pentecost: Pentecost, 4 June 2017 & Whit Monday, 5 June 2017

Christmas: Christmas Day - 25 December 2017 & Boxing Day - 26 December 2017

Bijabbonnement

For some types of Season Tickets, it is possible to order one or more Bijabbonnementen for a partner or child 12 years or older who live at the same address. Children ages 4 to 11 do not have to live at the same address. Bijabbonnementen are not available as separate products, but are always linked to an NS Season Ticket.

NS-Business Card

The NS-Business Card is the perfect way to travel for business owners and their employees. The NS-Business Card provides access to all public transport and door-to-door services such as Greenwheels, taxis, parking and the OV-fiets. You only pay for the journeys taken with one convenient invoice later. For further information about the NS-Business Card and other products for business travellers, go to: ns.nl/zakelijk.

Individual tickets and supplements

In addition to Season Tickets, there are also other tickets and extras that will make your journey easier and less expensive.

1. Single-use chipkaart

Don't travel by train that often, and you need to purchase a single ticket, round-trip ticket or day ticket? If so, the single-use chipkaart is perfect for you. This product is available from NS ticket machines and the NS shops, and costs € 1 extra. This supplement does not apply to travel using a Railrunner pass, Day ticket for one dog or Bicycle day ticket.

2. Special promotions

Sometimes you can travel even more inexpensively thanks to special discount tickets that are sold as a special offer at Kruidvat or Blokker stores. Special terms and conditions do apply to these discounted tickets, including travel times. You will receive more information on these when you purchase a special discounted ticket.



3. Extra comfort

Want extra comfort or to get to your destination faster? Our various supplements will help make your journey even more comfortable:

- » Upgrade from 2nd class to 1st class. Extra comfort all day long.
- » ICE supplement. Travel on the ICE trains within the Netherlands.
- » Intercity Direct trains supplement. Travel extra fast between Amsterdam Central Station, Schiphol Airport, Rotterdam Central Station and Breda. You will find all of the details about the Intercity Direct trains on ns.nl/icdirect. If the route between Schiphol Airport and Rotterdam Central is part of your journey, then you will need to purchase an Intercity Direct supplement in addition to your NS ticket.

You can purchase the supplements at NS ticket machines and NS shops, or online via ns.nl/producten.

The Intercity Direct supplement can also be purchased by presenting your OV-chipkaart to the Supplement pole at the platform.

NS Season Tickets

	The advantage	2nd class	2nd class 65+	1st class	1st class 65+	Weekend	Off-peak hours	Peak hours	Option for group travel	Bijabonnement option
Travel at a discount										
Dal Voordeel*	Discount during off-peak hours and on weekends	€ 50 per year	-	€ 50 per year	-	40% discount		No discount	✓	✓
Altijd Voordeel*	Always a discount	€ 20 per month	-	€ 20 per month	-	40% discount		20% discount	✓	✓
Unlimited travel										
Dal Vrij	Unlimited travel during off-peak hours and on weekends	€ 99 per month	€ 42 per month	€ 129 per month	€ 99 per month	Unlimited travel		No discount	✓	Option for Bijabonnement with Dal Vrij or Weekend Vrij
Altijd Vrij	Unlimited train travel at all times	€ 333 per month	-	€ 560 per month	-	Unlimited travel			✓	Option for Bijabonnement with Dal Vrij, Weekend Vrij or Altijd Vrij
OV-Vrij	Unlimited travel on all public transport	€ 387.90 per month	-	€ 614.90 per month	-	Unlimited travel			✓	Option for Bijabonnement with Dal Vrij, Weekend Vrij, Altijd Vrij or OV-Vrij
Weekend Vrij	Unlimited travel on weekends	€ 32 per month	€ 22 per month	€ 39 per month	€ 39 per month	Unlimited travel	40% discount	No discount	✓	Option for Bijabonnement with Weekend Vrij
Unlimited travel on a specific route										
Traject Vrij	Unlimited train travel on a fixed route	See NS Travel Planner for prices				Unlimited train travel on a fixed route. 40% discount off travel outside of route		Unlimited train travel on a fixed route	✓	✓
Other Season Tickets										
NS-Business Card	Flexible travel, from door-to-door	Monthly invoices based on actual use				Depending on supplemental Season Ticket			✓	
Kids Vrij	Children (4 to 11 years old) always travel with you for free	Free**				Unlimited accompanied travel			✓	

All Season Tickets are purchased on an annual basis

* Travellers aged 60 or older may purchase 7 Keuzedagen (Optional Days) for € 24.50 (2nd class) or € 49.50 (1st class) with a Dal Voordeel or Altijd Voordeel Season Ticket.

** The price for the Kids Vrij Season Ticket has been temporarily reduced. NS reserves the right to increase the Season Ticket price again later. You will receive notification of this several months in advance, and have the right to cancel the Season Ticket.

Getting to and from the station

Do you live near the station, or are you travelling from far away? We like to make sure that everyone can reach our stations easily and continue their journey in comfort.

By bicycle

Most medium-sized and large stations have bicycle lockers, guarded bicycle parking facilities or self-service bicycle parking to make sure your bicycle is safe while you travel. You will find information on the type of facility available at your station, the price and all other details on storing bicycles at the station on [ns.nl/ fietsenstalling](https://www.ns.nl/ fietsenstalling).

By car

We also make it easy to get to the station by car. Nearly every station offers either a free car park or a paid P+R area from Q-Park. You can pay for parking at these facilities with your bank card or credit card.

Parking at a discount

If you have an OV-chipkaart, you will get a minimum 30% discount off the price of parking at the P+R car park. This discount applies for travel with NS within one 24-hour period and provided you have checked in and out. The discount will be automatically deducted if you hold up your OV-chipkaart to the reader as you exit the P+R car park on the same day you travel via NS.

Continue your journey with the OV-fiets

There are nearly 300 cycle hire locations where you can easily transfer to an OV-fiets. This is a rental bicycle that gives you the freedom to determine your own route and departure time. If you would like to be able to hop on an OV-fiets when you arrive at the station, go to [ns.nl/ovfiets](https://www.ns.nl/ovfiets) to purchase your Season Ticket for this service.

The OV-fiets in a nutshell:

- » A season ticket is free, excluding an annual fee of € 0.01 to verify your personal and payment details.
- » Rental fee of € 3.85 per 24 hours.
- » You may use these bicycles for a consecutive 72-hour period.
- » Comfortable bicycles.
- » No cash required; you pay later via direct debit payments.
- » Over 300 rental locations at stations, bus stops and metro stations, P+R car parks and in city centres.

View all the details at [ns.nl/ovfiets](https://www.ns.nl/ovfiets).

The convenience of the NS Zonetaxi

The NS Zonetaxi makes it easy to travel quickly to and from more than 130 stations in the Netherlands. Taxi rides start at € 6, and you can even take three people with you for that price. Just register once with your OV-chipkaart using the registration form on [ns.nl/zonetaxi](https://www.ns.nl/zonetaxi) or via the main menu of the Travel Planner Xtra app.

You can order a taxi up to 30 minutes before the pick-up time. This means you can do this while you're still on the train, on your way to the station. You can do this using the Travel Planner Xtra app, which will also show the total taxi fare. You can also order by calling 0900 – 679 82 94 (€ 0.20 per minute, up to a maximum of € 1).

Look for the taxi ranks at the NS Zonetaxi pole or the 'NS Zonetaxi' signs.

Travel farther for less

The taxi fares are clear and are the same everywhere. You pay the start rate of € 6 for the first two kilometres, and then € 3 per two kilometres after that, up to a maximum of 30 kilometres per ride. In other words, you pay:

- » € 6 up to 2 kilometres;
- » € 9 up to 4 kilometres;
- » € 12 up to 6 kilometres;
- » etc.

Hiring a car at the station

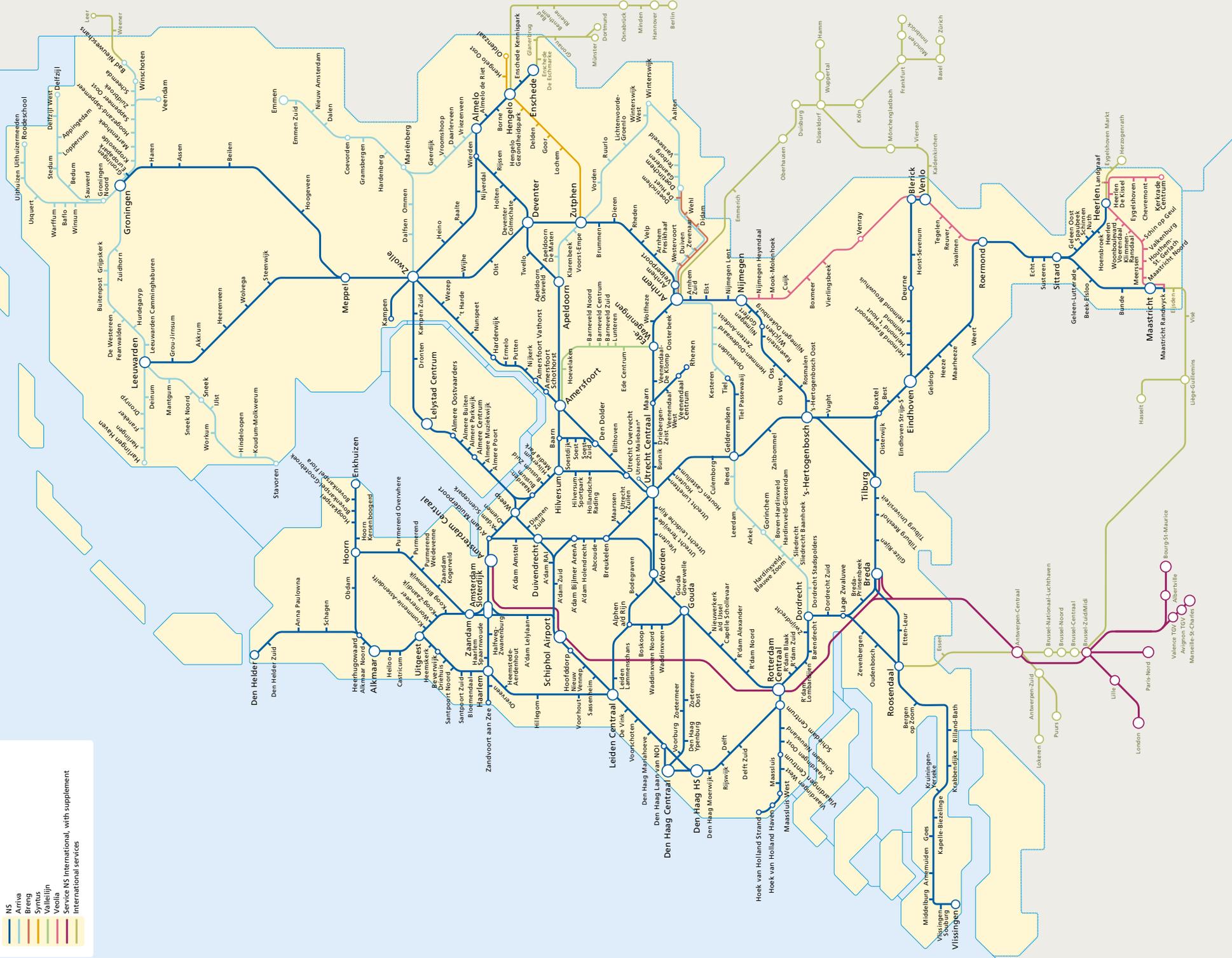
Hire cars are available for you at over 1,700 locations in the Netherlands, 90 of which are NS stations. If you order a car before 11:00 a.m., you will be able to use it the same day. You will find all the information you need including special extra deals for NS customers on [ns.nl/greenwheels](https://www.ns.nl/greenwheels).

The [ns.nl](https://www.ns.nl) website also provides detailed information to help you plan your journey, as well as all the specifics on our other products and services.



Netherlands Railway Network

- NS
- Arriva
- Breng
- Syntus
- Vallielijn
- Veolia
- Service NS International, with supplement
- International services



At the ticket machines

Using your OV-chipkaart for the first time with NS? If so, you can add money to your card at the ticket machine. You can do this by holding your card up to the pink OV-chipkaart logo on the card reader. The machine displays step-by-step instructions on how to proceed.

After you have paid, hold up your OV-chipkaart again in front of the logo. Provided you have a sufficient balance on the card, you can then check in straight away to start your journey.

In addition to topping up your card, there's a lot more you can do at the ticket machines:

- » Purchase products to add to your OV-chipkaart.
- » Add Keuzedagen and new Season Tickets to your card.
- » Purchase a single-use chipkaart.
- » Change your travel class.
- » Purchase Intercity Direct and Intercity Direct Month supplements.
- » Buy train tickets to Belgium, Luxembourg and the western part of Germany. For further information, please visit nsinternational.nl.

There are three types of ticket machines: You can only purchase a single-use chipkaart or an anonymous OV-chipkaart from ticket machines displaying the blue NS logo. You can use your bank card or credit card (V PAY, Maestro, Mastercard and Visa) to pay at the NS ticket machines, and at some ticket machines you can also pay with coins. If you use Visa or MasterCard to pay, please take into account that you



1. You can buy individual tickets and do everything you need for your OV-chipkaart at this machine.



2. You can top up your balance and retrieve orders for your OV-chipkaart at this machine.



3. You can only top up your balance and view your travel history at this machine. These machines are located inside the gates at the station.

Practice run?

Go to ns.nl/kaartautomaatdemo to get a sneak peek at how to use the NS ticket machines to avoid problems at the station later.



will be charged a fee of € 0.50. All credit card transactions require you to enter your PIN code.

Keuzedagen (Optional Days)

If you are 60 years old or older and have a Dal Voordeel, Altijd Voordeel or Voordeelurenabonnement, you are entitled to unlimited travel for an entire day with the Keuzedagen product. Order the Keuzedagen supplement in advance online via ns.nl/keuzedagen. After your initial order, you can add this to your OV-chipkaart yourself using the 'Keuzedagen' button on an NS ticket machine, for example.

A brief description:

- » 7 Keuzedagen for unlimited travel by train throughout the Netherlands.
- » € 24.50 for 2nd class, or € 49.50 for 1st class travel.
- » Travel weekdays after 9:00 a.m., and all day on weekends.

Do you have a Voordeelurenabonnement? If so, you can order the Keuzedagen product when you renew your season ticket.

Group travel at a discount

If you have an NS Season Ticket, you can take three people with you at a 40% discount for travel during off-peak hours, in other words, outside of the morning and afternoon rush-hour periods. This is called the Combined Travel Discount, and applies when you travel an entire route as a group. For other applicable conditions, please visit ns.nl/samenreiskorting. Anyone travelling with you must add the Combined Travel Discount product to their OV-chipkaart using the 'Samenreiskorting' button on an NS ticket machine before you depart.

To use the Combined Travel Discount, your travel companions must have at least € 10 on their OV-chipkaart. Your travel companion(s) must check in during off-peak hours and check out as usual at the end of the journey. In order to travel round-trip together at a discount, your travel companion(s) must press the '2x' button for 'Choose amount' on the ticket machine.

Travelling with children

Children three and under travel free

as long as they don't occupy a seat on the train. There is a special ticket for children aged 4 to 11: the Railrunner. For only € 2.50, they get their own seat in 2nd class. Children travelling in 1st class must be accompanied by an adult. One adult (18 and older) may accompany up to three children. The Railrunner is available as a single-use chipkaart without supplement from the NS ticket machines, or you can add it to your child's OV-chipkaart. The Railrunner may of course also be purchased as an e-ticket.

If your child has a Railrunner ticket, you do not need to purchase a supplement for them for travel on the Intercity Direct trains and the national routes of the Intercity Berlin and ICE International.

An NS Kids Vrij season ticket is free. This is a special ticket entitling children aged 4 to 11 to free unlimited travel with you.

Pets on the train

Small pets that fit in a bag or basket/ carrier, or which can ride on your lap may travel free with you in the train. If you are not transporting a dog in a bag

or carrier, you can buy the Day ticket for one dog for only € 3, allowing your pet to travel with you on the train.

Bicycles on the train

With the Bicycle day ticket, you pay only € 6 to take your bicycle on the train during off-peak hours, provided there is enough room on the train. For € 12, you can take your bicycle with you on international trains. Some international railways require you to book this in advance. Please refer to page 23 for further information.

Travel information

The digital screens at or in front of the station display up-to-date travel information up to 30 minutes in advance. Disruptions and engineering work are also announced via the PA system. The yellow signs at the station and/or the platforms display an overview of all departing trains.

For international trains, there are digital signs at the platform containing the up-to-date train configurations so that you can easily find your reserved seat.



Checking in

You must always check in using your OV-chipkaart before boarding the train, even if you have a Season Ticket. You can check in at one of the card readers at the entrances to the stations, at the platforms or the areas leading to the platforms. Even if the gates are open, you must still check in. Check in by holding your card up to the circle with the pink OV-chipkaart logo. You will hear a 'beep' sound that indicates you have checked in successfully. Your trip on NS can now begin!

Why it's necessary to check in and out

Once you check in, your OV-chipkaart becomes a valid ticket for train travel. Checking in and out is always necessary in order to calculate the correct fare. This price is calculated and deducted later; in other words, after your journey. This is also the reason that you must always have a minimum balance on your OV-chipkaart before your journey starts. The minimum balance on your OV-chipkaart is € 10 if you have an NS Season Ticket and € 20 if you don't. When you check in and out, this also gives us the data we need to determine if you are entitled to a refund for delays, for example. Checking in and out is also necessary if you have to travel on re-routed bus transport from NS.

Do you have a Traject Vrij Season Ticket? If so, it's easy to travel on account, and you don't need to have a minimum balance on your OV-chipkaart.

Want to be sure you always have a high enough balance on your personal OV-chipkaart? Register for automatic top-ups via [ns.nl/ov-chipkaart](https://www.ns.nl/ov-chipkaart). Once a

card reader registers that your balance is below € 0, the pre-set amount you choose in advance will be immediately added to your OV-chipkaart, and deducted from your bank account.

Where can you check in?

You will find card readers at two locations: in the station hall if the station has one, and otherwise at the platform. We have placed these along the routes to the platforms where possible; so you will virtually always find one as you are walking to your train.



Some stations offer train service by more than one railway company. You should always make sure to check in and out using the card readers or gates for the railway company with whom you are travelling. Sometimes there are extra card readers at the platform that you can use to get directly from a bicycle storage facility to the station, for example. There

What if the gate doesn't open?

If you can't get the gate to open, check first to see if there is an NS employee nearby. If you can't find one, you can always request help via the NS Service Pole near the gate. If you press the 'info' button, you will be put through to an NS employee.

are also wider gates for people travelling with a bicycle or baby stroller.

International travel and e-tickets

If you are travelling outside of the Netherlands, you cannot check in using your OV-chipkaart. Scan the square barcode on your e-ticket instead. You can do this at gates where you see 'scan ticket' on the right-hand door. Just hold your ticket up to the lit-up square. This is also how you scan your e-ticket. The gate will open once you have scanned your ticket. You cannot check in or out at a pole. The posts only read an OV-chipkaart, not e-tickets. If you are at a station without gates, you can just walk to your train with an e-ticket.

Use your OV-chipkaart for travel:

- » Within the Netherlands on all NS International trains and on ICE International trains (supplement applies). Other conditions apply to Thalys and CityNightLine, such as advance reservations for Thalys. Check the terms and conditions on [nsinternational.nl](https://www.nsinternational.nl).
- » On all trains operated by Arriva, Breng, Connexion (Valleilijn), Syntus and Veolia;

- » On all Dutch sections of the Belgian and German railways (Heerlen - border and back, Enschede - border and back, Maastricht - border and back).

Have you checked in successfully?

You will hear one beep when you check in, and two when you check out. Not sure? Hold your card up to the same post within 100 seconds.

Seeing someone off or making a purchase

You can use your OV-chipkaart to enter and leave the station free of charge (provided you leave within one hour), if you want to see someone off on their journey, or buy something at the station for example. In other words, nothing will be deducted from your balance.

Changing trains/connections

If you are changing to another NS train, you do not have to check in and out with your OV-chipkaart. You just get off one train and board the next one. Planning on transferring to a different form of public transport after your journey with NS such as the bus, metro or another railway? If so, you must first check out of NS (the same way you do at the end of every journey by train), and then check in with the other transportation company. Don't forget to check out again at the end of your journey!

Assistance at the station

To ensure your journey goes as smoothly and safely as possible, our employees and facilities are available to you when you need assistance.

Our employees

You can ask anyone who is recognisable as an NS employee for help at the station and on the train.

Employees who can provide you with information and help you choose and buy your tickets are available at the following locations:

- » NS shops, such as the OV service shop and the Tickets & Service Shop. For questions on every type of public transport, buying national and international train tickets, and up-to-date travel information.
- » The information desk. These are usually located in the station hall so you can get immediate help with questions about your journey.
- » The NS Service Pole. You can receive assistance by telephone at these poles located at gates and at the platforms at unmanned stations. Use the blue button for travel advice, information on types of tickets, or for reporting lost or found objects. The NS Service Pole has an SOS button for emergencies such as a dangerous situation or an accident.

Safety

Safety at and around stations is extremely important to us, not only for our employees, but also for you so that you can enjoy a safe, stress-free journey. This is why our specially trained Safety & Service employees monitor safety at the station and on the train.

We also use CCTV at stations, gates to keep fare dodgers out, and we perform regular safety and security checks on trains and at stations. These checks are always carried out in conjunction with municipalities, the police and other transport companies.

Don't feel safe? If not, please don't hesitate to approach an NS employee about your concerns. If you can't find an NS employee at the station, contact the Security Headquarters using the SOS button on the Service Pole.



Sprinters and Intercity

Different types of trips demand different types of trains. This is why we use two types of trains: Sprinters and Intercity.

Sprinter

This train is fully geared for travelling shorter distances, and usually stops at every station along a section. The doors are wider to allow a large number of people to get on and off the train quickly. Since passengers usually only ride the Sprinter to cover short distances, there are no quiet zones, and often also no toilets available.



Intercity

These trains are designed for medium to long distances, and usually only stop at medium-sized and larger stations. You will find toilets and quiet zones on all Intercity trains.

There are wall sockets in the 1st class section of most of the Intercity trains. In the new Intercity trains, there are also wall sockets in the 2nd class sections. You can charge your laptop there, for example, so you can continue to work on the train.

Standard facilities

There are always service personnel travelling on the trains. You will also always find the following on these trains:

- » 1st and 2nd class compartments. The 1st class cars are identifiable by the blue bar under the windows. The 2nd class cars usually have blue chairs;
- » a space for your bicycle, except for the Intercity Direct trains;
- » facilities for the disabled;
- » screens with current travel information and informative videos.

Free WiFi

We offer free wireless Internet on most of our Intercity trains. If you see the symbol below, you know you're on an Intercity with free WiFi:



To use the free WiFi service, surf to 'Connections' on your laptop or smartphone. Choose the 'Wifi in de trein' network, and you will automatically be redirected to the log-in page. After you click the approval button, you can log into the network and use WiFi on the train. If the train is very crowded, it may take longer for you to get a connection.

Rules for travel

Every day, more than one million people travel on NS trains. In order to make the journey as pleasant as possible for you and your fellow passengers, there are a few simple rules that apply on the train.

Zones in the Intercity

Whether you would like to have a nice chat with your travel companions, or would rather just read your book in peace, there is a special place on the train for every type of traveller. These zones are:

- » quiet zones. It is truly silent in these zones; noise from phone calls or conversations is prohibited;
- » work and quiet zones. These zones are intended for passengers who want to get some rest, read, work or talk quietly;
- » meet & greet zones. These are the areas where you are free to chat with friends or make phone calls.



Quiet zone. These are available in various locations on the Intercity trains.



Work and quiet zone. These are available on a number of Intercity trains at various locations near the quiet zones.



Meet & greet zone. Available at several different locations on a number of Intercity trains.

Baggage, strollers and bicycles

Place baggage in the racks above the seats or under your own seat. This will keep the aisles and chairs free for other passengers. Other rules apply to international travel and travel on the Intercity Direct trains.

If you have a Bicycle day ticket, you can take your bicycle with you during off-peak hours, and stow it in the specially designated areas. You must take all other baggage with you to your seat, including your saddle bags. Only dismantled bicycles or collapsed folding bicycles are allowed on the Intercity Direct trains. Collapsed folding bicycles may always travel with you free of charge, even during peak hours.

Strollers and pushchairs are also permitted at all times. This applies to the Intercity Direct trains too, as long as they are not larger than 120 cm x 90 cm.

Departures

Safe and calm boarding procedures are important to ensuring you and your fellow passengers have a comfortable journey. Even though the doors may



sometimes still seem to be open, once the whistle is blown, the train doors will close and this is why it is not safe (or permitted) to still board at this point.

Sometimes it can be very crowded on the platforms. We would like to give you some tips for these situations. By spreading out on the platform, it will be easier for you to board. It is often less crowded at the areas near the front and back of the train, for example. By giving those getting off the train space to do so, the train will first empty out, creating enough room for the people who want to board.

Keeping the area clean

Everyone prefers to travel on a clean train. This is why we are always happy when you leave the train tidy for the travellers boarding after you. Please dispose of your waste in the waste bins on the train or platform.

Smoking

As is the case with many public places, smoking is only permitted in the designated smoking zones, and outdoors on platforms without a canopy. Smoking is not permitted anywhere on national and international trains. This also applies to electric cigarettes.

Checking out

At the end of your journey with NS, you always have to check out again at a pole or gate, the same way you checked in. You will hear two beeps when you check out. The display will usually show you what you have paid for the journey. It will also show you the balance remaining on your OV-chipkaart.

Forgot to check out?

This can happen to anyone. You can check out at the arrival station up to six hours after you have checked in at your departure station. It's possible that you can't do this or that you don't realise until later that you have forgotten to check out.

We cannot calculate the exact fare for your journey if you don't check out. This is why we always charge a standard amount that is deducted from your OV-chipkaart. This amount is € 10 if you have an NS Season Ticket

or € 20 without an NS Season Ticket. The amount we deduct can therefore be more than the actual fare for your journey. You can request a refund for this difference. You can do this starting 24 hours from the time you checked in; by that time we know your travel details.

How to request a refund:

- » Online via Mijn NS.
- » By telephone via NS Customer Service on +31 (0)30 - 751 51 55.
- » At the station or NS shops.



Delay? Money back!

With a busy railway network like the one in the Netherlands, it is unfortunately possible that your train (and you) will be delayed. This is why we think it is only fair for you to be able to request a refund if your arrival at your final destination is delayed by 30 minutes or more. This also applies to all our extra tickets such as Railrunner.

The condition for this is that you take the optimum travel route as indicated in the NS Travel Planner or Travel Planner Xtra App, without travelling through a 'via' station. The exact amount you will be refunded depends on the ultimate length of the delay (between 30 and 60 minutes, or 60 minutes or more) and your ticket. Read more about this on ns.nl/geldterugbijvertraging.

How to request a refund

There are two ways you can request a refund:

- » Via Mijn NS or Mijn NS Zakelijk. Log in and navigate to 'transactieoverzicht (transaction history)'. Click the journey for which you are requesting the refund. Follow the steps on your screen.
- » Using the 'Geld terug bij vertraging (Refund for delays)' form. This form is available at all NS shops, but you can also request one from NS Customer Service or online.



Lost something?

It can happen to anyone – you leave something behind or lose it on the train, or at the station. Check with the NS shops, or ask one of our employees where to report this.

We store found objects at the station for up to five days. After this, we send them to the Central Lost Property Office (Centraal Bureau Gevonden Goed) where they are stored for three months. If you have lost something on the train or at the station, fill in the 'Lost item return request' form at: ns.nl/klantenservice.

If you have found property belonging to someone else, please turn it in to an NS employee or to one of the NS shops. We will do our very best to return the object to its rightful owner.

Lost or stolen OV-chipkaart?

What should you do if your personal OV-chipkaart with a Season Ticket gets lost or stolen? Fortunately, it's easy to block your card quickly to prevent misuse. As soon as you realise you no longer have your card or you know it has been stolen or lost, call the OV-chipkaart Customer Service line: 0900 – 0980 (€ 0.50 per call [within the Netherlands]). They are available to help you on weekdays from 7:00 a.m. to 9:30 p.m., and on weekends from 10:00 a.m. to 4:00 p.m.

You can also order your new OV-chipkaart at the same time to make sure you are quickly able to travel again the way you are accustomed to. In the meantime, you can request a Temporary Ticket via NS Customer Service, or an NS Service Shop.

Read more about what to do in the event of loss or theft at: ns.nl/klantenservice.

