

Travelling by train with NS

All the information you need about your journey by train



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Welcome

So you're planning to take a trip by train! Perhaps it's your first time, or maybe it's been a while? If so, you might want to know more about specific facilities and types of journeys. This brochure explains all you need to know to travel by train in the Netherlands. 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.

The world is becoming a little more digital every day. You can now use your laptop or mobile phone to manage your bank account or do some online shopping while relaxing on the sofa or travelling by train. NS is moving with the times, and wants to make life easier for you with [ns.nl](https://www.ns.nl) and the NS app. Of course, you can also use our shops and ticket machines at larger stations. If you have a question and can't seem to find the answer, our employees in the station hall would be happy to help.

We have divided the train journey into four steps. Your journey begins at home, where you find out about all the options we have to offer. The next step is the station. This is when your journey really starts: you board the train and get 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. NS is happy to assist you during your trip.



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.

Planning your journey

In our Travel Planner, you can easily find out which train will bring you to your destination, and at what time it will depart. This information is available from the NS Travel Planner at [ns.nl](https://www.ns.nl), and on your smartphone or tablet once you download the free NS app.

The Travel Planner allows you to:

- plan your journey;
- look up travel information during your journey;
- view the price of your journey and buy your e-ticket.

You can also save your planned trip in the NS app, and receive alerts about your journey. In addition, the app provides information about stations, such as whether OV-fietsen or luggage lockers are available. Even if engineering works have been scheduled along your route, the travel advice updates in the NS Travel Planner will help you reach your destination.

Travel information at the station

The digital screens at 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.

Finding your way at the station

To make it as easy as possible for you to find your way at the station, we have made station maps available online at [ns.nl/stationsinformatie](https://www.ns.nl/stationsinformatie). This will help you find the best way to transfer from one train to another, as well as showing you where to find shops and facilities. You can find the station maps and an overview of station facilities in the NS app as well. To do so, select the 'Departures' menu, then choose 'Facilities' or 'Map'.

Buying tickets online

You can view all of our products online, and also purchase most of them this way. For Season Tickets, please visit [ns.nl/season-tickets](https://www.ns.nl/season-tickets). For individual tickets and special tickets, go to [ns.nl/products](https://www.ns.nl/products). You can also buy these tickets at ticket machines at larger stations.

Buying an OV-chipkaart

You can also travel with NS using an OV-chipkaart. You have the option of buying a personal or anonymous OV-chipkaart. The table 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 or an online ticket is the ideal solution for you. For more information, please visit [ns.nl/products](https://www.ns.nl/products) or see page 14.

	Personal OV-chipkaart	Anonymous OV-chipkaart
Personal	Yes	No
Can it be blocked when lost or stolen?	Yes, after 24 hours	No, cannot be blocked
Balance refunded after loss or theft?	Yes	No
Option for automatic balance top-up	Yes	No
Travel data can be viewed in Mijn NS	Yes	No
Suitable for NS and other public transport Season Tickets	Yes	No
Suitable for NS flex	Yes	No
Order processing time	7 working days	Available immediately from NS ticket machines with the OV-chipkaart logo or other points of sale
Recommended price OV-chipkaart	€7.50 or free with an NS-Season Ticket	€7.50



A personal OV-chipkaart is free of charge when you buy an NS Season Ticket. You can order one at [ns.nl/season-tickets](https://www.ns.nl/season-tickets).

If you would like a personal OV-chipkaart without a Season Ticket or an anonymous OV-chipkaart, You can order one at [ov-chipkaart.nl](https://www.ov-chipkaart.nl) or pick up a paper request form from an NS shop at larger stations. These cards cost a one-time payment of €7.50.

If you purchase an anonymous OV-chipkaart from NS, your card will already have been activated and you can travel 2nd class with NS right away.

Remember to top up the balance on your OV-chipkaart first. Read more about the OV-chipkaart on page 23, or visit [ns.nl/en/ov-chipkaart](https://www.ns.nl/en/ov-chipkaart).

Holidays

Different timetables sometimes apply on holidays. NS observes the following national holidays: New Year's Day, Good Friday, Easter, Easter Monday, King's Day, Ascension Day, Pentecost, Whit Monday, Christmas, Boxing Day. To find out if your Season Ticket is valid during the holidays, please visit [ns.nl/holidays](https://www.ns.nl/holidays).

A season ticket to suit everyone

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 types of journey may be different, the goal of the NS Season Tickets is the same: to make travelling by train convenient and affordable. You can choose between an NS Flex Season Ticket or a traditional Season Ticket. To order a Season Ticket, you need a Mijn NS account, which you can create by going to [ns.nl/mijnns](https://www.ns.nl/mijnns).



NS Flex

The easiest way to travel by public transport. You can simply board your train, bus, tram or metro without topping up your balance first, and you can even rent an OV-fiets.

Flexible travel with NS Flex

NS Flex lets you check in and out of all public transport, without having to top up your balance. You can use NS Flex with and without a Season Ticket and can easily change your preference every month. Using Mijn NS or the NS app, you can stay up to date with your travel costs for all forms of public transport and the OV-fiets. As a result, you'll never face any unwelcome surprises. Forgot to check out after travelling with NS? We'll correct it automatically. Not all traditional Season Ticket products and services are available for NS Flex yet. We're constantly working on developing NS Flex.

Buying NS Flex

You can order an NS Flex season ticket at ns.nl/flex. Do you already have a personal OV-chipkaart? In that case, you will be able to travel without a Season Ticket within 1 hour. Would you prefer a Season Ticket? You can choose whether or not to travel at a discount every month. Visit ns.nl/en/flex or ns.nl/season-tickets for an overview of all our flexible Season Tickets and their benefits.



Traditional Season Tickets

Prefer to travel with a chipkaart and a balance? Then one of our traditional Season Tickets is the ideal solution for you. You should always make sure that the balance on your card is sufficient to travel.

When do you usually travel?

In determining which Season Ticket is best for you, we base our assumptions on the times you usually travel. These could be during off-peak hours, during peak hours, or both. Go to [ns.nl/season-tickets](https://www.ns.nl/season-tickets), or see pages 11-12 for an overview of all our Season Tickets and their benefits.

Ordering Season Tickets

There are different ways to order Season Tickets. All of our Season Tickets are available online for fast and easy ordering at [ns.nl/season-tickets](https://www.ns.nl/season-tickets). Do you already have a personal OV-chipkaart? In that case, you can purchase some Season Tickets via the NS Customer Service and at the NS desk.

All the information you need about our Season Tickets

For further information on our Season Tickets, please visit [ns.nl/season-tickets](https://www.ns.nl/season-tickets). Business travellers can find more information at [ns.nl/business-subscriptions](https://www.ns.nl/business-subscriptions).

Discounts for senior citizens

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 (Optional day) product. Order the Keuzedagen supplement in advance online via [ns.nl/en/keuzedagen](https://www.ns.nl/en/keuzedagen). After your initial order, you can add this to your OV-chipkaart yourself using the 'Keuzedagen' (Optional day) button on an NS ticket machine, for example.

If you are 65 years old or older, then you are eligible for a discount on your Weekend Vrij or Dal Vrij season ticket (see table on pages 12 and 13).

A brief description:

- 7 Keuzedagen for unlimited travel by train throughout the Netherlands.
- €25.50 for 2nd class, or €50 for 1st class travel.
- Travel on 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.

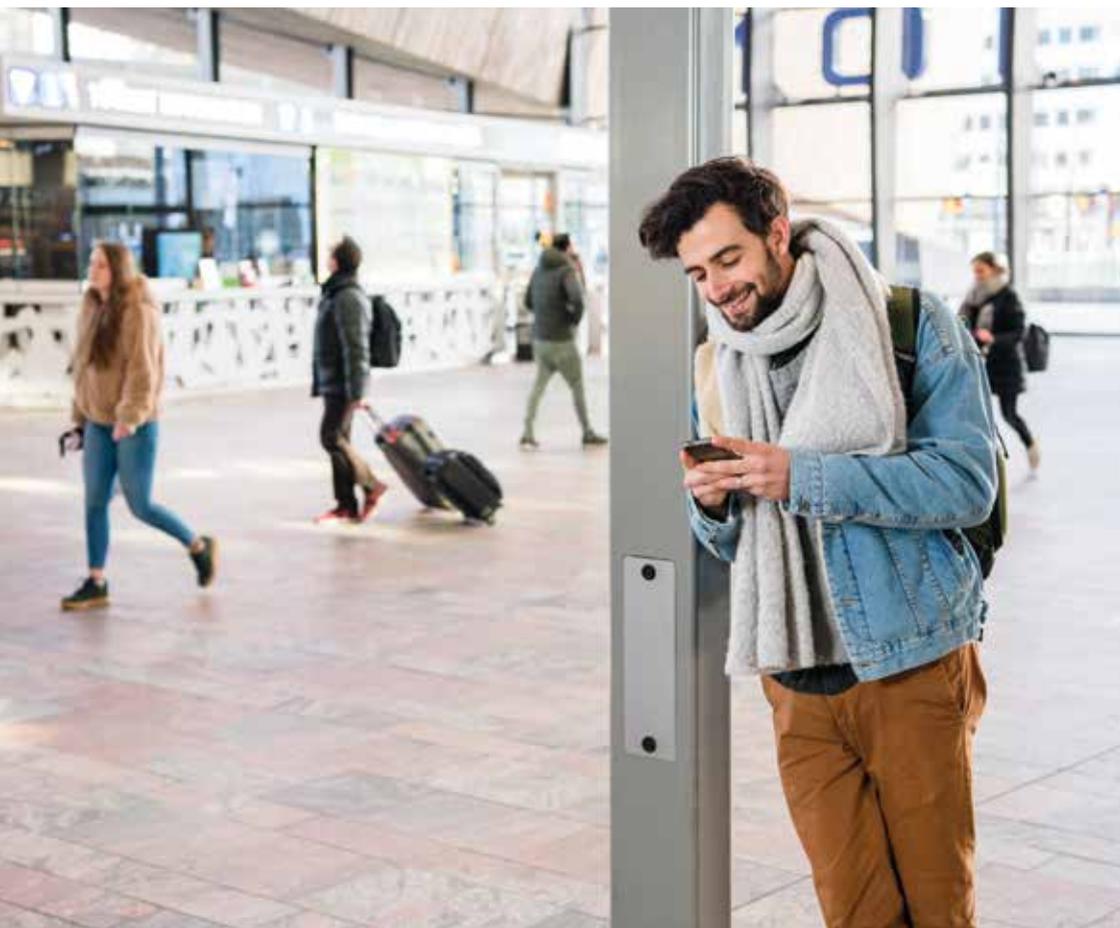
Keuzedagen are not compatible with NS Flex Season Tickets.

Discounts for your 2nd Season Ticket

Some Season Tickets allow you to order a 2nd Season Ticket with discounts for a family member. Eligible family members include a partner or child 12 years or older who lives at the same address. To find out if your Season Ticket offers the option of ordering an additional Season Ticket for a family member, find the information about your Season Ticket at [ns.nl/season-tickets](https://www.ns.nl/season-tickets).

NS Business Card

The NS-Business Card is the perfect way to travel for business owners and their employees. The NS-Business Card gives you access to all modes of public transport, as well as door-to-door services, such as Greenwheels, NS Zonetaxi, parking, and 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/business](https://www.ns.nl/business).



NS Season Tickets

NS Flex Season Tickets:

Prices per month	2nd class	1st class	The benefits of NS Flex No card balance needed Pay after you travel Adjustable on a monthly basis	Combined travel possible 
NS Flex without Season Ticket	One-time fee of €10		No travel discounts, but all of the benefits of NS Flex	
Weekend Voordeel	One-time fee of €10 + €2 per month.		40% discount at the weekend.	
Dal Voordeel	€5 per month	€5 per month	40% discount at the weekend. 40% discount during off-peak hours	✓
Altijd Voordeel	€24 per month	€24 per month	40% discount at the weekend. 40% discount during off-peak hours 20% discount during peak hours	✓
Weekend Vrij incl. off-peak discount	€35 per month	€41 per month	Unlimited travel on weekends 40% discount during off-peak hours	✓
Weekend Vrij excl. off-peak discount	€32 per month	€38 per month	Unlimited travel on weekends	✓
Dal Vrij	€106 per month	€134 per month	Unlimited travel on weekends Unlimited travel during off-peak hours	✓
Altijd Vrij	€347 per month	€584 per month	Unlimited travel on weekends Unlimited travel during off-peak hours Unlimited travel during peak hours	✓

Traditional Season Tickets

Travel with a discount	The benefits	2nd class	2nd class 65+	1st class	1st class 65+
Dal Voordeel*	Discount during off-peak hours and weekends	€52 p/year	-	€52 p/year	-
Altijd Voordeel*	Always a discount	€23 p/month	-	€23 p/month	-
Unlimited travel					
Weekend Vrij	Unlimited travel on weekends	€34 p/month	€24 p/month	€40 p/month	€30 p/month
Dal Vrij	Unlimited travel during off-peak hours and weekends	€105 p/month	€45 p/month	€133 p/month	€71 p/month
Altijd Vrij	Unlimited train travel at all times	€346 p/month	-	€583 p/month	-
OV Vrij	Unlimited travel on all public transport	€404.70 p/month	-	€641.70 p/month	-
Unlimited travel on a specific route					
Traject Vrij	Unlimited travel on a fixed route	See NS Travel Planner for prices			
Other Season Tickets					
NS Business Card	Flexible travel, from door-to-door	Monthly invoices based on actual use			
Kids Vrij	Children ages 4 to 11 always travel with you for free	Free**			

All Season Tickets are purchased on an annual basis

* Travellers aged 60 or older may purchase 7 Keuzedagen (Optional Days) for €25.50 (2nd class) or €50 (1st class) with a Dal Voordeel or Altijd Voordeel Season Ticket.

Weekend	Off-peak hours During off-peak hours: weekdays before 6:30, between 9:00 and 16:00, and after 18:30. All day on weekends and holidays	Peak hours Peak hours are: weekdays between 06:30 and 09:00, and from 16:00 to 18:30.	Option for group travel 	Option for additional season ticket 2nd Season Ticket with a discount 
40% discount		No discount	✓	✗
40% discount		20% discount	✓	✗
Unlimited travel	40% discount	No discount	✓	2nd Season Ticket with Weekend Vrij discount optional
Unlimited travel		No discount	✓	2nd Season Ticket with Dal Vrij, Weekend Vrij, Altijd Vrij, or OV Vrij discount optional
Unlimited travel			✓	2nd Season Ticket with Dal Vrij, Weekend Vrij, Altijd Vrij, or OV Vrij discount optional
Unlimited travel			✓	2nd Season Ticket with Dal Vrij, Weekend Vrij, Altijd Vrij, or OV Vrij discount optional
Unlimited train travel on a fixed route. 40% discount off travel outside of route		Unlimited train travel on a fixed route	✓	✗
Depending on supplemental Season Ticket				✗
Unlimited accompanied travel				✗

** 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. All children travel using their own OV-chipkaart.

Individual tickets and special tickets

In addition to NS Flex and our traditional Season Tickets, there are also other tickets and extras that will make your journey more convenient and affordable.

Single-use chipkaart and online ticket

Don't travel by train that often, but you need to purchase a single ticket, return ticket or day ticket? If so, an online ticket or a single-use chipkaart is the ideal solution for you. You can easily buy your online ticket at ns.nl/products or in the NS app. You can either print out your online ticket, or download it as a mobile ticket to the NS app on your phone. For more information, please visit: ns.nl/mobiletickets. You can also purchase a single-use chipkaart at any NS ticket machine or NS shop, for an extra fee of € 1. This extra fee does not apply to travel using a Railrunner ticket, Day ticket for one dog or Off-peak bicycle ticket.

Special promotions

Sometimes you can save even more money on travel, thanks to special discount tickets that are sold at stores such as Kruidvat or Albert Heijn. 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.

Spoordeelwinkel discount shop

Would you like to travel by train for fun and affordable day trips? The Spoordeelwinkel discount shop offers day trips in combina-

tion with transportation. You can buy all Spoordeelwinkel products at ns.nl/spoordeelwinkel.

Extra comfort

Want extra comfort or to get to your destination faster?

Here are some ways to make your journey even more comfortable:

- Upgrade from 2nd class to 1st class. Extra comfort all day long.
- ICE International supplement. Travel within the Netherlands aboard ICE International. If you have a valid NS Flex or traditional NS Season Ticket, then you can travel within the Netherlands aboard the ICE International. If you have NS Flex without a Season Ticket, you will have to buy a Supplement.
- 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, you will need to purchase an Intercity Direct supplement in addition to your NS ticket.

You can purchase supplements at NS ticket machines and NS shops, or online via [ns.nl/products](https://www.ns.nl/products). The Intercity Direct supplement can also be purchased by presenting your OV-chipkaart to the Supplement pole at the platform.

Group travel at a discount

If you will be travelling with someone who has an NS Season Ticket (with the exception of KidsVrij), or an OV-Studentenkaart holder, then you can accompany them with a 40% discount during off-peak hours. You must download the Samenreiskorting to your OV-chipkaart first. Please visit [ns.nl/combined-travel-discount](https://www.ns.nl/combined-travel-discount) for the terms and conditions. If you do not have an OV-chipkaart, then you can purchase Samenreistickets at [ns.nl](https://www.ns.nl).

Would you like to travel to the same destination as a group? In that case, the Groeps-ticket Daluren is the best option. Up to 4 people can travel to the same destination for only €32. Each extra traveller over 4 people can travel for only €1.50. The Groepsticket Daluren is only available as an e-ticket via [ns.nl/groupticket](https://www.ns.nl/groupticket).

Travelling with children

Children under the age of four travel free as long as they don't occupy a seat on the train. Children aged 4 to 11 with a Kids Vrij Season Ticket can accompany you for free with their own OV-chipkaart. This Season Ticket is available for order at no extra charge. For more information, please visit: [ns.nl/en/kids-vrij](https://www.ns.nl/en/kids-vrij).

If you do not wish to purchase a Season Ticket for your children, you can also take advantage of the Railrunner ticket for

children aged 4 to 11, which is available at NS ticket machines or online at [ns.nl/products](https://www.ns.nl/products). This single-use chipkaart costs €2.50, and is valid for the entire day. For more information, please visit: [ns.nl/products](https://www.ns.nl/products).

Pets on the train

Small pets that fit in a bag or basket/carrier, or that can ride on your lap, may travel with you in the train for free. If you are not transporting your dog in a bag or carrier, you can buy the Day ticket for one dog for only €3.20 at [ns.nl/products](https://www.ns.nl/products), allowing your pet to travel with you on the train.

Bicycles on the train

With the Bicycle off-peak ticket, you pay €6.90 to take your bicycle on the train during off-peak hours, provided there is enough room available. You can purchase a Bicycle day ticket via [ns.nl/products](https://www.ns.nl/products). For €12 you can also take your bicycle with you on international trains. Some international railways require you to book this in advance. For more information, please visit [NSInternational.nl](https://www.NSInternational.nl)



Extra facilities

NS passengers can gain easy access to various facilities and benefit from additional services.

Your online Mijn NS account

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 your NS travel arrangements online.

This account allows you to:

- see the journeys you have already taken with NS, as well as an overview of your travel expenses;
- request a refund if you have forgotten to check in and/or out;
- request a refund in the event of a delay;
- view and edit your Season Ticket, or add a 2nd Season Ticket with discounts for a family member;
- change the travel class for your Season Ticket.

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

NS Extra

With NS Extra, you can enjoy exclusive promotions, free extras, personal service on your fixed route and our check-out alert feature. All you need is a personal OV-chipkaart. Register for free by visiting ns.nl/en/nsextra.

Refund on expired OV-chipkaart

You can get a refund of the balance on your old OV-chipkaart. Has your anonymous or personal OV-chipkaart expired? Claim a refund by going to jouwgeldtelt.nl.



At home, before your trip

At the station

During your trip

After your trip

Railway map of the Netherlands





At home, before your trip

At the station

During your trip

After your trip

Januari 2019
Wijzigingen voorbehouden

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 at [ns.nl/bicycle-storage](https://www.ns.nl/bicycle-storage).

By car

We also make it easy to get to the station by car. Many stations offer either a free car park or a paid Q-Park P+R facility. You can pay for parking at these facilities with your bank card or credit card. For more information, please visit: [ns.nl/park-ride](https://www.ns.nl/park-ride).

Continue your journey with the OV-fiets

Transfer to an OV-fiets, the convenient rental bike at the station! OV-fiets Season Tickets are free and are included in NS Flex as standard. You will also find an OV-fiets Season Ticket on your NS-Business Card if your

employer has given their permission, and it's easy to add this option to your personal OV-chipkaart too via: [ns.nl/en/ov-fiets](https://www.ns.nl/en/ov-fiets). If you do not yet have a personal OV-chipkaart, you can order one at [ov-chipkaart.nl](https://www.ov-chipkaart.nl). Please note that you must also order an OV-fiets Season Ticket online before you can rent a bicycle.

How the OV-fiets works:

- 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.
- No cash required; you pay later via direct debit payments.
- Comfortable bicycles.
- Rental locations at most stations, bus stops and metro stations, P+R car parks and in city centres.

View all the details on [ns.nl/en/ov-fiets](https://www.ns.nl/en/ov-fiets).

PARKING WITH A DISCOUNT

Train travellers have the option of parking at the P+R facility for a discount. The rate differs per location, but is generally between €0 and €8 per day. The discount is valid when you travel by train on the same day, and have checked in and out using your OV-chipkaart. When you drive away, simply hold your OV-chipkaart against the card reader, and your discount will be calculated automatically. For more information, please visit: ns.nl/park-ride.

The convenience of the NS Zonetaxi

The NS Zonetaxi makes it easy to travel quickly to and from more than 370 stations in the Netherlands. Taxi rides start at €7.30, and you can even take three people with you for that price. Book your taxi quickly and easily by going to ns.nl/en/ns-zonetaxi or by choosing 'More' in the main menu of the NS 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. You can order the taxi using the NS app, which will also show the total taxi fare. Taxi ranks are indicated by the NS Zonetaxi pole or 'NS Zonetaxi' signs. You can also go to the location specified in the confirmation message. For more information, please visit: ns.nl/en/ns-zonetaxi.

Greenwheels cars at the station

Greenwheels hire cars are available for you at over 1,700 locations in the Netherlands, including 90 NS stations. With the Greenwheels app, you can sign up using your own OV-chipkaart and drive away a minute later. You will find all the information you need including special extra deals for NS customers on ns.nl/en/greenwheels.



At the ticket machines

Is this the first time using your OV-chipkaart with NS, but you don't have NS Flex? 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 menu for balance and product options will open automatically. 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 and retrieve orders.
- Add Keuzedagen (Optional days) 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](https://www.nsinternational.nl).

There are three types of ticket machines: You can use your bank card or credit card (V PAY, Maestro, American Express, Mastercard and Visa) to pay at the NS ticket machines, and at some ticket machines you can also pay with coins. All credit card transactions require you to enter your PIN code.



Machine 1

You can buy individual tickets and do everything you need for your OV-chipkaart at the ticket machine with the blue NS logo.



Machine 2

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



Machine 3

At this machine, you can only top up your balance. These machines are located inside the gates at the station.

Checking in

You must always check in using your OV-chipkaart before boarding the train, You can check in at one of the gates or poles 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. Simply hold your card against the card reader on the post or gate to your right. You will hear one beep when the card reader has processed your card. Checking in at the card reader also opens the gate, if one is present. Your journey with NS can now begin!

Minimum balance on your OV-chipkaart

Once you check in, your OV-chipkaart becomes a valid ticket for train travel. The minimum balance on your OV-chipkaart is € 10 if you have an NS Season Ticket and € 20 if you don't. Do you have NS Flex, a Trein Vrij or OV 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/en/ov-chipkaart](https://www.ns.nl/en/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. Please note: you can only enter or exit through the gates marked with a green

arrow. A red cross on the gate indicates that the gate is not open.

At some stations, it is possible to travel with 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 are also wider gates for people travelling with a bicycle, baby stroller or wheelchair. For more information about checking in and out, please visit: [ns.nl/checking-in](https://www.ns.nl/checking-in).

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.

International travel

If you are travelling outside of the Netherlands, you cannot check in using your OV-chipkaart. Instead, scan the square bar

code on your e-ticket at the gates featuring the 'scan ticket' symbol.

See [NSInternational.nl](https://www.nsiinternational.nl) for more information.

Online tickets

If you have purchased an online ticket and have either printed it or downloaded it as a mobile ticket to the NS app on your smartphone, you no longer have to check in with your online ticket. Use the square barcode on your online ticket to open the access gates at the NS station. Make sure that you choose a gate equipped with a barcode reader. These are the gates that have a 'scan ticket' picture displayed on the right-hand door of the gate and an illuminated panel on the right-hand side of the entrance to the gate.

You can purchase an online ticket by going to [ns.nl/products](https://www.ns.nl/products). You can also find more information here.

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 again

within 100 seconds to view your current status.

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. You will not be charged in any way.

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 that your journey goes as smoothly and safely as possible, our employees are on hand to help whenever you need assistance.

Our employees

If you have questions or need more information, you can get in touch with our Customer Service whenever and wherever necessary. 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 & Tickets 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 recommendations, 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 so that you can enjoy a safe, stress-free journey. That is why our specially

trained Safety & Service employees monitor security at the station and aboard 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 NS Security Headquarters using the SOS button on the Service Pole.

Travelling with a disability

To accommodate travellers with a disability, we have made some adjustments to the station hall, the platforms and the trains, including installing lifts, ramps, escalators and guide paths. If you cannot travel independently, then you can take advantage of NS Travel Assistance service or request an OV-Begeleiderskaart, which entitles you to bring along a travel companion. For more information, please visit: ns.nl/functional-disability.

Sprinters and Intercity

Different types of journeys 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.

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;
- space for your bicycle;
- facilities for the disabled;
- screens with current travel information and informative videos.

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.

Free WiFi

We offer free wireless Internet service on most of our Intercity trains. If you see this symbol, 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; talking and making phone calls is prohibited;
- work and quiet zones. These 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.

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 off-peak 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.



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.



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.

For more information, please visit: [ns.nl/houserulestrain](https://www.ns.nl/houserulestrain).

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 areas, 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. Usually, the screen will show you the costs for your journey. If applicable, it will also show you the remaining balance on your OV-chipkaart.

Forgot to check out?

This can happen to anyone. And it's usually easy to fix. If you have NS Flex or an NS-Business Card, we'll often correct it for you automatically. Read how at: [ns.nl/forgotten-checkout](https://www.ns.nl/forgotten-checkout).

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 a traditional NS Season Ticket or €20 without a traditional 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.
- Via uitcheckgemist.nl.

NS Extra with checkout alert service

Sign up for free at: [ns.nl/en/nsextra](https://www.ns.nl/en/nsextra). If you forget to check out, you will automatically receive an e-mail informing you how to correct the oversight.



Delay? Request a refund!

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 NS 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/refundsfordelays](https://www.ns.nl/refundsfordelays).

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 delayed journey)' form'. You can find more information online at: [ns.nl/refundsfordelays](https://www.ns.nl/refundsfordelays).

Lost something?

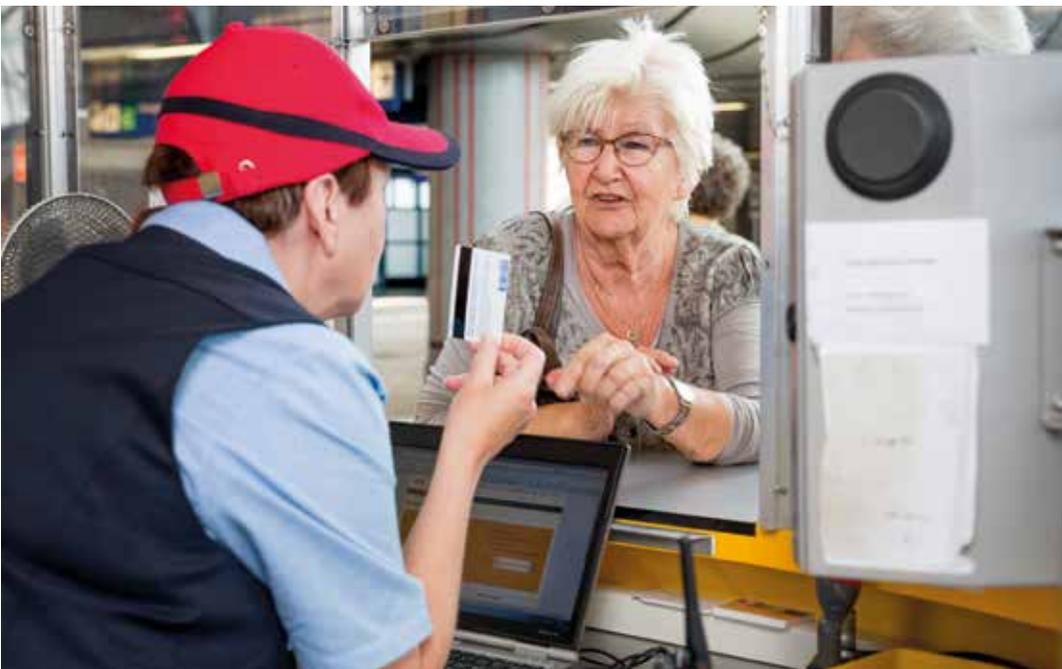
It can happen to anyone – you leave something behind or lose it on the train, or at the station. Check with the NS shops, or ask one of our employees where to report this.

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/lostandfound](https://www.ns.nl/lostandfound).

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. Read more about what to do in the event of loss or theft at: [ns.nl/customer-service](https://www.ns.nl/customer-service). As soon as you realise you no longer have your card, or you know it has been stolen or lost, please call the OV-chipkaart Customer Service line: 0900 – 0980 (€0.50 per call [within the Netherlands])



How can we help?

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. For more information, please feel free to contact us in any of the following ways.

NS website

You will find all the information you need about NS, our products and special offers on [ns.nl](https://www.ns.nl).

You can also contact NS Customer Service via [ns.nl/customer-service](https://www.ns.nl/customer-service).

NS Community

Ask questions, participate in discussions and answer other people's questions at [ns.nl/community](https://www.ns.nl/community).

Follow NS on



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