

# 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, we hope that you will travel by train more often. Whether you use it to get to work, to 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 shop online while relaxing on the sofa or travelling by train. Everything from banking to shopping. 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 concourse will be happy to help.

We have divided the train journey into four steps. Your journey begins at home, where you can find out about all the travel options we have to offer. The next step is getting to the station. That is where your journey really starts: you board the train and get on your way. The last step starts the moment your train journey ends.

We have over 400 stations, so you can reach almost any destination in the Netherlands by train. NS is happy to assist you during your trip.



# Preparation

There are a few preparations you can make in advance to ensure a stress-free journey. It means you'll know exactly what to expect once you arrive at the station.

## Planning your journey

In the NS Journey Planner, you can easily find out which train will take you to your destination and when it will depart. This NS Journey Planner is available directly from [ns.nl](https://www.ns.nl) or on your smartphone or tablet once you have downloaded the free NS app.

The NS Journey Planner lets you:

- plan your journey
- look up journey information as you go
- 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 the facilities at the stations, such as whether public transport bicycles or luggage lockers are available. Greenwheels car hire and NS Zonetaxi locations can be displayed as well. You can see live when your train or bus is about to arrive and where to board the train if you want the best chance of finding a seat. Even when engineering work has been scheduled along your route, the travel advice updates in the NS Journey Planner will help you reach your destination.

## Journey information at the station

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

For international trains, there are digital signs on the platform showing the actual 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 change trains, as well as showing you where to find shops and facilities. You can find station maps and an overview of station facilities in the NS app as well: select the 'Departures' menu, then choose 'Facilities' or 'Map'.

### Buying tickets online

You can view and often also purchase our products online and in the NS-app. For season tickets, please go to [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 the stations.

### Buying an OV-chipkaart

You can also travel with NS using a public transport smartcard called an OV-chipkaart. You have the option of buying a personal or an anonymous OV-chipkaart.

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

#### The single-use smartcard: a handy alternative

If you don't really travel by train very often, a single-use smartcard or an online ticket is the ideal solution for you. For more information, please go to [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, which you can order at [ns.nl/season-tickets](https://www.ns.nl/season-tickets).

If you would like either 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 the OV Service & Tickets shops at the larger stations. You can also

buy an anonymous OV-chipkaart from a ticket machine at the station. These cards cost a one-time sum of € 7.50. When you purchase an anonymous OV-chipkaart from NS, it will already have been activated and you can travel second class with NS right away. Remember to top up the balance on your OV-chipkaart first. Read more about it on page 23 or go to [ns.nl/en/ov-chipkaart](https://www.ns.nl/en/ov-chipkaart).

# Season tickets to suit everyone

We have season tickets 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 is the same: making travelling by train convenient and affordable. You can choose between an NS Flex season ticket or a traditional one. To order a season ticket, you need a 'Mijn NS' account, which you can create by going to [ns.nl/mijnns](https://ns.nl/mijnns)



# NS Flex

NS Flex, the easiest way to travel by public transport. You can simply board your train, bus, tram and metro or hire an OV-fiets without topping up your balance first. The travel costs will be automatically collected after your journey.

## Flexible travel with NS Flex

You can use NS Flex with and without a season ticket. Do you need to travel more in one month and less in the other? You can easily switch the season ticket type every month depending on what you need.

Using Mijn NS or the NS app, you can stay up to date about your travel costs for all forms of public transport and the OV-fiets. As a result, you'll never face any financial surprises. Forgot to check out after travelling with NS? We'll correct this automatically based on your travel history. Not all

traditional season ticket products and services are available for NS Flex yet. We are constantly working on developing NS Flex. Check [ns.nl/en/flex](https://ns.nl/en/flex) for the latest options.

## Buying NS Flex

You can order an NS Flex season ticket at [ns.nl/en/flex](https://ns.nl/en/flex). Do you already have a personal OV-chipkaart? Then you will be able to travel without a season ticket within one hour. Go to [ns.nl/en/flex](https://ns.nl/en/flex) for an overview of all our flexible season tickets and their benefits.





# Traditional season tickets

If you would prefer to travel using a prepaid balance, one of our traditional season tickets is the ideal solution for you. You must always make sure that the balance on your card is sufficient to let you travel.

## When do you usually travel?

To help decide which season ticket is best for you, we start by looking at the times when you usually travel. This could be during off-peak hours, at peak times, or both. Go to [ns.nl/season-tickets](https://www.ns.nl/season-tickets) or see page 11 to 13 for an overview of all our season tickets and their benefits.

## Ordering season tickets

There are various 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). If you already have a personal OV-chipkaart, you can also purchase some season tickets via NS Customer Service or at the ticket desk.

### All the information you need about our season tickets

For further information about our season tickets, please go to [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). Please note: there will be changes to the traditional season tickets in 2020. Go to [ns.nl/abonnementen-update](https://www.ns.nl/abonnementen-update) for more information.

## Discounts for senior citizens

If you are 60 or older and have a Dal Voordeel, Altijd Voordeel or Voordeel-urenabonnement, 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 it to your OV-chipkaart yourself, for example using the "Keuzedagen" (Optional day) button on an NS ticket machine.

In short:

- 7 Keuzedagen for unlimited travel by train throughout the Netherlands.
- € 26 for second class or € 51 for first class.
- Travel on weekdays after 09:00 and all day at weekends.

If you have a Voordeelurenabonnement, you can order the Keuzedagen product when you renew your season ticket. Keuzedagen are not available if you have an NS Flex season ticket.

## Discounts for your second season ticket

Some season tickets let you order a second season ticket at a discount for a family member. Eligible family members include a partner or child aged 12 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 at a discount, read the information about your season ticket at [ns.nl/season-tickets](https://www.ns.nl/season-tickets).

### **NS Business Card**

The NS Business Card – with or without a season ticket – is the ideal mobility card for the business passenger, no matter whether you're a one-person business or a corporate

organisation. The NS Business Card gives access to all the public transport and door-to-door services such as Greenwheels, NS Business Card Taxi, parking at the Q-park P+R sites, and OV-fiets. All the costs you incur are paid through a single, clear invoice later. For further information about the NS Business Card, season tickets 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 
<b>NS Flex without Season Ticket</b>	One-time fee of € 10		No travel discounts, but all of the benefits of NS Flex	
<b>Weekend Voordeel</b>	One-time fee of € 10 + €2 per month.		40% discount at the weekend.	
<b>Dal Voordeel</b>	€5 per month	€5 per month	40% discount at the weekend. 40% discount during off-peak hours	✓
<b>Altijd Voordeel</b>	€23 per month	€23 per month	40% discount at the weekend. 40% discount during off-peak hours 20% discount during peak hours	✓
<b>Weekend Vrij incl. off-peak discount</b>	€34 per month	€40 per month	Unlimited travel on weekends 40% discount during off-peak hours	✓
<b>Weekend Vrij excl. off-peak discount</b>	€31 per month	€37 per month	Unlimited travel on weekends	✓
<b>Dal Vrij</b>	€105 per month	€133 per month	Unlimited travel on weekends Unlimited travel during off-peak hours	✓
<b>Altijd Vrij</b>	€351 per month	€592 per month	Unlimited travel on weekends Unlimited travel during off-peak hours Unlimited travel during peak hours	✓

### Public holidays

Different timetables sometimes apply during public holidays. NS observes the following public holidays: New Year's Day, Good Friday, Easter, Easter Monday, King's Day, Liberation Day, Ascension Day, Whitsun and Whit Monday, Christmas and Boxing Day. To find out if your season ticket is valid during public holidays, please go to [ns.nl/holidays](https://www.ns.nl/holidays).



## Traditional season tickets

Travel with a discount	The benefits	2nd class	2nd class 65+	1st class	1st class 65+
<b>Dal Voordeel*</b>	Discount during off-peak hours and weekends	€56 p/year	-	€56 p/year	-
<b>Altijd Voordeel*</b>	Always a discount	€23 p/month	-	€23 p/month	-
<b>Unlimited travel</b>					
<b>Weekend Vrij</b>	Unlimited travel on weekends	€34 p/month	€24 p/month	€40 p/month	€30 p/month
<b>Dal Vrij</b>	Unlimited travel during off-peak hours and weekends	€105 p/month	€45 p/month	€133 p/month	€71 p/month
<b>Altijd Vrij</b>	Unlimited train travel at all times	€351 p/month	-	€592 p/month	-
<b>OV Vrij</b>	Unlimited travel on all public transport	€411 p/month	-	€652 p/month	-
<b>Unlimited travel on a specific route</b>					
<b>Traject Vrij</b>	Unlimited travel on a fixed route	See NS Travel Planner for prices			
<b>Other Season Tickets</b>					
<b>NS Business Card</b>	Flexible travel, from door-to-door	Monthly invoices based on actual use			
<b>Kids Vrij</b>	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 €26 (2nd class) or €51 (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				✗

# 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 smartcards and online tickets

If you don't travel by train very often but need to purchase a single ticket, return ticket or day ticket, an online ticket or a single-use smartcard is the ideal solution for you. You can easily buy your online ticket at [ns.nl/products](https://www.ns.nl/products) or using 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 go to [ns.nl/mobiletickets](https://www.ns.nl/mobiletickets). You can also purchase a single-use smartcard from any NS ticket machine or OV Service & Tickets shops. You pay € 1 extra when you buy your single-use smartcard in an OV Service & Tickets shop. This extra fee does not apply to travel using a Railrunner, Dog Supplement, Off-peak Bicycle ticket or a Supplement for ICE or Intercity direct.

## 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 about these when you purchase a special discounted ticket.

## Spoordeelwinkel discount shop

If you like to travel by train for a fun and affordable day trip, the Spoordeelwinkel discount shop offers day trips combined with transportation. You can buy all the Spoordeelwinkel products at [ns.nl/spoordeelwinkel](https://www.ns.nl/spoordeelwinkel).

## Group travel at a discount

If you will be travelling with someone who has an NS season ticket (with the exception of Kids Vrij) or a student travel product, you can accompany them with a 40% discount during off-peak hours. You must download the Samenreiskorting (Joint Journey Discount) to your OV-chipkaart first. Please go to [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, you can purchase joint journey discount tickets at [ns.nl](https://www.ns.nl).

If you want to travel to the same destination as a group, the Groepsticket Daluren is the best option. Up to 4 people can travel to the same destination for only € 32. For more than 4 people, you pay just € 1.50 for each additional passenger. The Groepsticket Daluren is only available as an e-ticket via [ns.nl/groepsticket](https://www.ns.nl/groepsticket).

## Travelling with children

Children under the age of four travel free as long as they do not 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 at no extra charge. For more information, please go to [ns.nl/en/kids-vrij](https://www.ns.nl/en/kids-vrij).

If you do not want 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 product costs € 2.50 and it is valid for the entire day. Children may also travel independently in second class with a Railrunner. For more information, please go to [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 on the train for free. If you are not transporting your dog in a bag or carrier, you can buy the Dog Supplement ticket for only € 3.20 to let your pet travel with you on the train at [ns.nl/products](https://www.ns.nl/products), from an NS ticket machine or the OV Service & Tickets shops.

## Bicycles on the train

With the Off-peak Bicycle ticket, you pay € 7.50 to take your bicycle on the train during off-peak hours, provided there is enough room available. You can purchase this ticket via [ns.nl/products](https://www.ns.nl/products), from an NS ticket machine or the OV Service & Tickets shops.

You can also take your bicycle with you on international trains for € 12. Some international carriers require you to book this in advance. For more information, please go to [nsinternational.nl](https://www.nsinternational.nl).

## 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 or NS Business Card, 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 supplement. Travel extra fast between Amsterdam Central Station, Schiphol Airport, Rotterdam Central Station and Breda. You will find all details about Intercity direct on [ns.nl/icdirect](https://www.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 OV Service & Tickets 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 'Supplements' post on the platform.

# Extra facilities

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

## Your online 'Mijn NS' account

If you would like to have access to the information on your OV-chipkaart, wherever you are, a 'Mijn NS account' lets you sort out your NS travel arrangements online.

This account lets you:

- 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 or check out
- request a refund in the event of a delay
- view and change your season ticket or add a second season ticket for a family member at a discount
- change the travel class for your season ticket

Create your own 'Mijn NS' account at [ns.nl/mijnns](https://ns.nl/mijnns).

## NS Extra

NS Extra lets you benefit from exclusive promotions, free extras and our check-out alert feature. All you need is a personal OV-chipkaart. Register for free at [ns.nl/nsextra](https://ns.nl/nsextra).

## Refund on an expired OV-chipkaart

You can get a refund of the balance on your old OV-chipkaart. If your anonymous or personal OV-chipkaart has expired, you can claim a refund at [jouwgeldtelt.nl](https://jouwgeldtelt.nl).





At home, before your trip

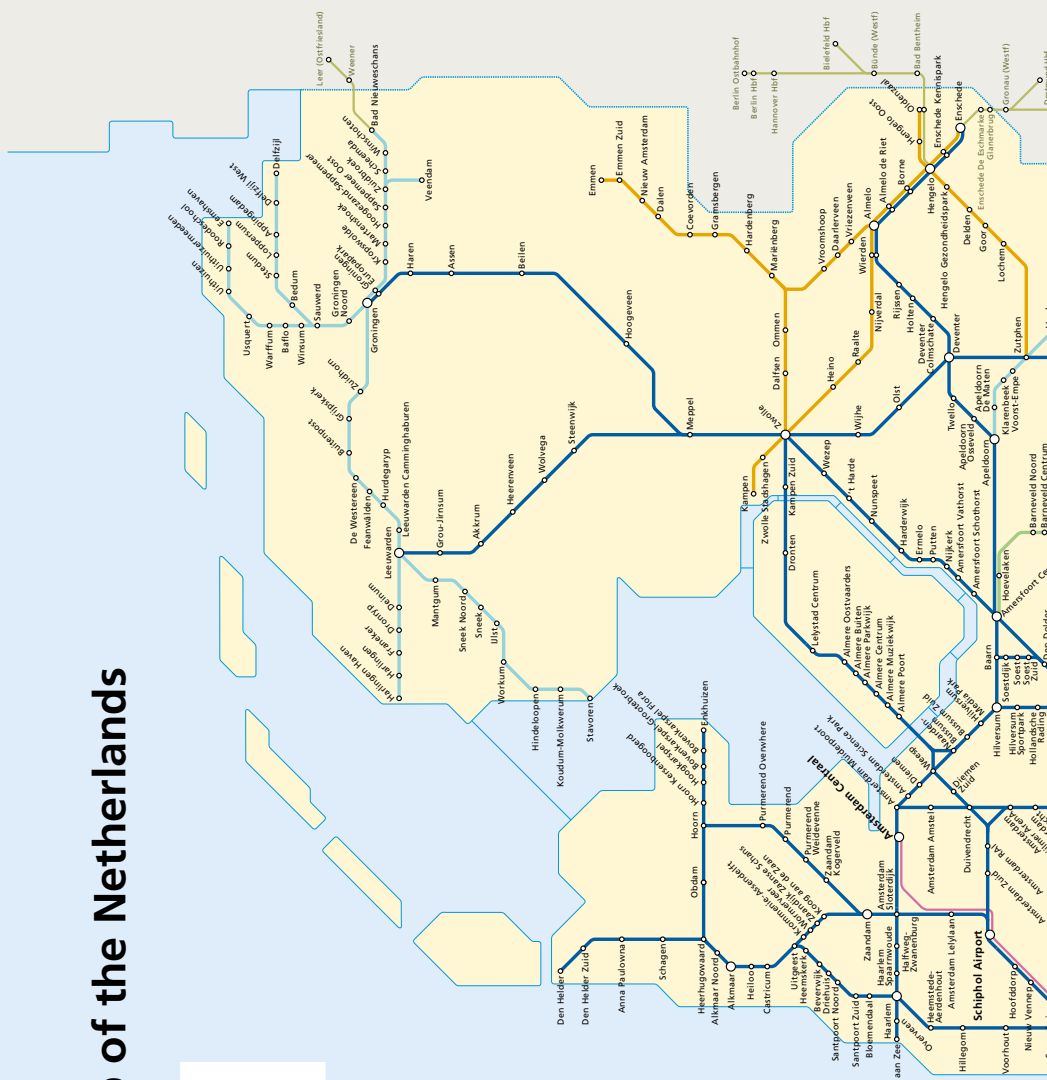
At the station

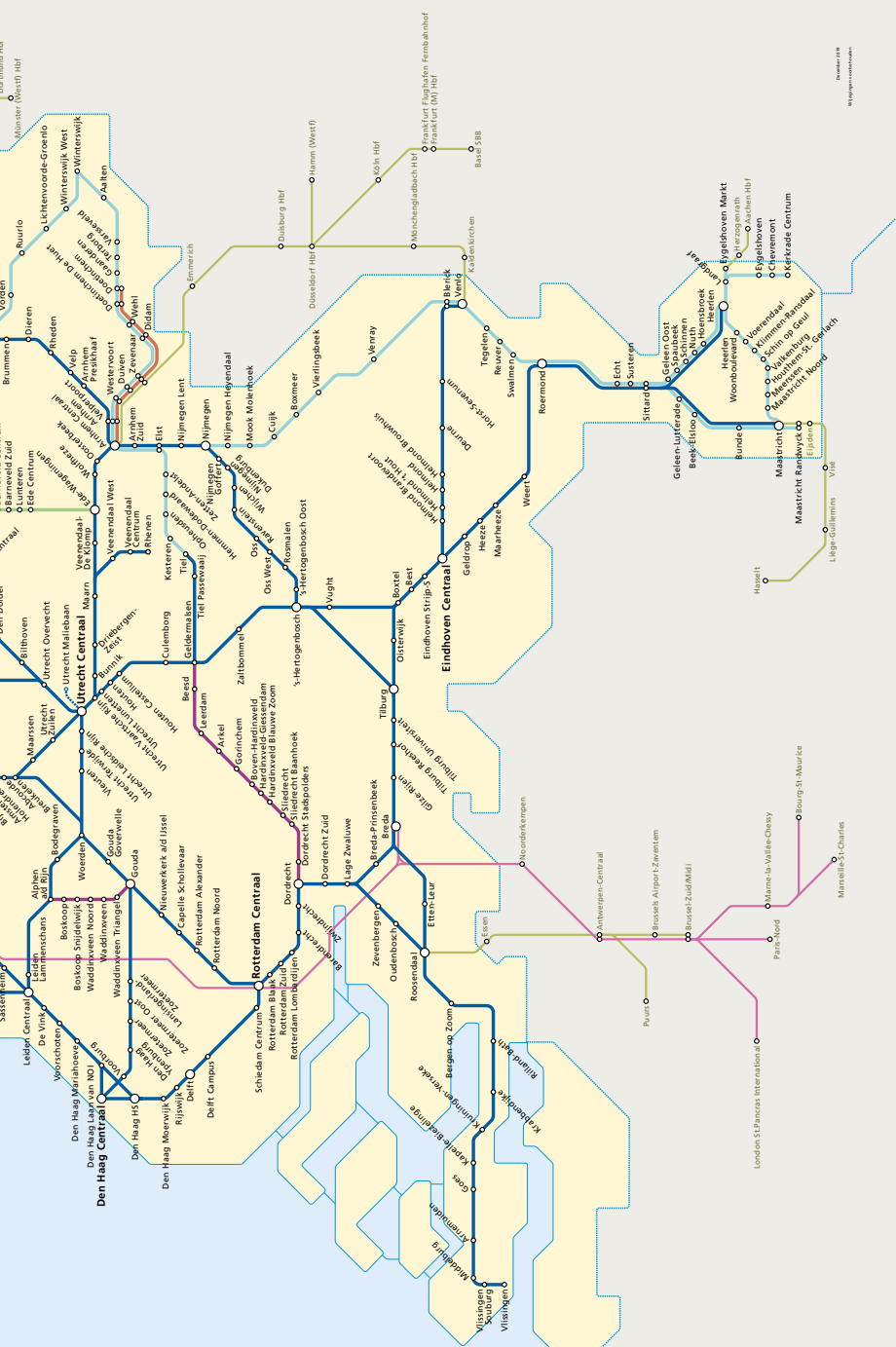
During your trip

After your trip

# Railway map of the Netherlands

— NS  
— Arriva  
— Breng  
— Vallenlijn  
— Rijket  
— Blauwmet  
— International connections  
— Visitors Spoonvegmuseum exclusively





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# Getting to and from the station

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

## Bicycle storage

Most medium-sized and large stations have bicycle lockers, guarded bicycle storage or self-service bicycle storage to make sure your bicycle is safe while you travel. There are 57 stations where this is even free of charge for the first 24 hours. You will find information about the type of facilities available at your station plus the price and all other details on storing bicycles at the station at [ns.nl/bicycle-storage](https://www.ns.nl/bicycle-storage).

## P+R car park

We also make it easy to get close to the station by car. Most stations have a P+R car park, either free or for a fee. Train travellers have the option of cheap parking at the P+R site. The rate varies between locations but is generally between € 0 and € 8 per day. Paying for parking at these facilities is easy: use your bank card or credit card. The discount is valid if you are travelling by train that day and check 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 go to [ns.nl/p-r](https://www.ns.nl/p-r).

## OV-fiets

Hop onto 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 have a personal OV-chipkaart, you can order one via [ov-chipkaart.nl](https://www.ov-chipkaart.nl). Please note that you must order a free OV-fiets season ticket online via [ov-chipkaart.nl](https://www.ov-chipkaart.nl) before you can rent a bicycle. A single season ticket lets you rent two bicycles.

How OV-fiets works:

- A season ticket is free, excluding an annual fee of € 0.01 to verify your personal and payment details.
- The rental fee is € 3.85 per OV-fiets per 24 hours.
- You may use these bicycles for a consecutive period of up to 72 hours.
- Cash is not required: you pay later by direct debit.
- 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://ns.nl/en/ov-fiets).

### 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](https://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 order one 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 go to [ns.nl/en/ns-zonetaxi](https://ns.nl/en/ns-zonetaxi).

### Greenwheels

Greenwheels hire cars are available for you at over 1,800 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](https://ns.nl/en/greenwheels).

### Bus, tram and metro

You can travel to and from the station by bus, tram and metro. With an OV Voordeel season ticket combined with an Altijd Voordeel season ticket, you get discounts in the bus, tram and metro. An OV Vrij season ticket gives you unlimited travel by bus, tram and metro. See [ns.nl/bus-tram-metro](https://ns.nl/bus-tram-metro) for more information.



# At the ticket machines

If this is the first time you have used your OV-chipkaart with NS and you don't have NS Flex, you can top up the balance on 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 smartcard

- Change the travel class
- Purchase Intercity direct and Intercity direct monthly supplements
- Buy train tickets to Belgium, Luxembourg and the western part of Germany.  
For further information, please go to [nsinternational.nl](https://www.nsinternational.nl)

There are three types of ticket machines: You can use a bank card, credit card or debit card to pay; at most 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 (single-use) OV-chipkaart before boarding the train. You can check in at one of the gates or posts at the entrances to the stations, on the platforms or in the areas leading to the platforms. 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 or joint journey discount and € 20 otherwise. If you have NS Flex or a Trein Vrij or OV Vrij season ticket, it's easy to travel on account and you don't need to have a minimum balance on your OV-chipkaart.

If you want to be sure that the balance on your personal OV-chipkaart is always high enough, register for automatic top-ups via [ns.nl/en/ov-chipkaart](https://www.ns.nl/en/ov-chipkaart). When a card reader registers that your balance is below € 0, a pre-set amount that you have chosen 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 concourse if it has one, or otherwise on the platform. We have placed them 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 gates marked with a green arrow. A red cross on the gate means that you cannot use it.

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 carrier you are travelling with. Sometimes there are extra card reader posts 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 go to [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 someone, 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 the Netherlands, you cannot check in using your OV-chipkaart. Instead, scan the square barcode on your e-ticket at the gates featuring the 'scan ticket' symbol. See [nsinternational.nl](https://www.nsinternational.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 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 there.

### **Have you checked in successfully?**

You will hear one beep when you check in and two when you check out. If you aren't 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. You will not be charged in any way. Depending on the season ticket that you have, either € 10 or € 20 will be deducted as you go in; when you exit through the gates, the check-in will be cancelled and the deducted amount refunded.

### **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. If you will be transferring to a different form of public transport after your journey with NS (such as the bus, metro or another rail carrier), you must first check out with NS (the same way you do at the end of every train journey) and then check in with the other carrier. 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 assistance at the station or on the train.

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

- OV Service & Tickets shops. For questions about any type of public transport, buying domestic or international train tickets, and up-to-date journey 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 get assistance by phone from these posts that are located at gates and on the platforms at unmanned stations. Use the blue button for travel recommendations, information about 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.

## Renting a luggage locker

Luggage lockers are available at about 26 major stations where you can easily and safely leave your belongings. More information about this can be found on [ns.nl/bagagekluis](https://ns.nl/bagagekluis).

## 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.

If you don't feel safe, 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 Safety Centre using the SOS button on the Service Pole.

## Travelling with a disability

NS wants passengers with disabilities to have the same travel options as everyone else. We keep our trains, resources, websites and services accessible. This means retractable entrance steps to help people get on and off independently, for instance, or assistance getting on and off or getting

about the station, journey information about independently accessible travel in the NS app and a hearing aid loop in the OV Service & Tickets shop. All the information about facilities for passengers with functional disabilities can be found at [ns.nl/functiebeperking](https://www.ns.nl/functiebeperking).





# Sprinters and Intercities

Different types of journeys demand different types of trains. This is why we use two types of trains, Sprinters and Intercities.

## 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. As passengers usually only use the Sprinter to cover short distances, there are no quiet zones and toilets are often also not available.

More and more Sprinters do have toilets, though. The NS app tells you which Sprinters do and do not have toilets. The new Sprinters have USB charging points in both first and second class so that you can recharge your phone as you travel, for instance.

## 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 is always a chief guard travelling on the train. You will also always find the following on these trains:

- First and second class compartments. The first class carriages can be identified by a blue bar under the windows. The second class carriages usually have blue seats



- Space for bicycles: there is a bicycle symbol on the outside of the door to show where these areas are
- Facilities for the disabled: there is a wheelchair symbol on the outside of the door to show where these facilities are
- screens with current journey information and informational videos

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

## Free Wi-Fi

We offer a free wireless Internet service on most of our Intercity trains. To use the free Wi-Fi service, go to 'Connections' on your laptop or smartphone. Choose the network called 'Wifi in de trein' and you will automatically be redirected to the login page. After you click the approval button, you can log into the network and use Wi-Fi 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: zones that are genuinely silent – talking and making phone calls is not allowed
- work and quiet zones: these are intended for passengers who want to get some rest, read, work or talk quietly
- meet & greet zones: the areas where you are free to chat with friends or make phone calls

## Luggage, strollers and bicycles

Place baggage in the racks above the seats or under your own seat. There are also

special luggage racks for suitcases in a number of the new Intercity trains. These can be found in the passenger compartments. 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 an Off-peak Bicycle ticket, you can take your bicycle with you during off-peak hours and stow it in the specially designated areas, if there is room there. The chief guard decides in all cases whether bicycles can be taken on board. You must take all other baggage with you to your seat, including your saddlebags. Collapsed folding bicycles may always travel with you free of charge, even during peak periods. In other words, there are certain rules that



**Quiet zone:**  
found at various points on Intercity trains.



**Work and quiet zone:**  
available on a number of Intercity trains at various points near the silent zones.



**Meet & greet zone:**  
available at various points on a number of Intercity trains.



apply to taking a bicycle with you, so it's a good idea to check them out on [ns.nl/fiets](https://www.ns.nl/fiets) before your journey.

Strollers and pushchairs are permitted at all times. This applies to Intercity direct trains too, as long as they are no bigger than 120 x 90 cm.

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

### Departures

Safe and calm boarding procedures are important for 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 boarding is not safe (or permitted) after this point.

Sometimes it can be very crowded on the platforms. We would like to give you some tips for these situations. Spreading out along the platform will make it easier for you to board.

It is often less crowded at the areas near the front and back of the train, for example. Giving people room to get off the train means it will be emptied first this will make enough room for the people who want to board. If you want to know if it's going to be busy on your train, try out the useful option in the NS app, such as the crowding indicator and the 'Seat Searcher'.

### 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 domestic or 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?

It 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 unless you check out. This is why we always charge a standard amount that is deducted from your OV-chipkaart. That amount is € 10 if you have a traditional NS season ticket or € 20 otherwise. 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 after 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](https://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 destination station 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 Journey Planner or the NS app, without travelling via another specific 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://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' (Refunds for delays) form. You can find more information online at [ns.nl/refundsfordelays](https://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 OV Service & Tickets shops or ask one of our employees where to report this.

We keep lost-and-found items at the station for up to five days. After that, we send them to the Central Lost Property Office (Centraal Bureau Gevonden Goed) where they are kept 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://ns.nl/lostandfound).

If you have found property belonging to someone else, please hand it in to an NS employee or at one of the OV Service & Tickets shops. We will do our very best to return the item 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://ns.nl/customer-service). As soon as you realise you no longer have your card or if you know it has been stolen or lost, please call the OV-chipkaart Customer Service line on 0900-0980 (€ 0.50 per call, within the Netherlands).

# How can we help?

We are happy to help by answering any questions you have and by making your journey as easy and pleasant as possible. For more information, please feel free to contact us in any of the following ways.

## NS-app

Plan your whole journey, receive information about your journey and more in the NS-app.

## NS website

You will find all the information you need about NS, our products and special offers on **ns.nl**. You can also contact NS Customer Service via **ns.nl/customer-service**.

## NS Community

Ask questions, participate in discussions and answer other people's questions at **ns.nl/community**.

## Follow NS on



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