

Terms and conditions for an Off-Peak Hours Group Ticket

Valid from June 2022

1. These conditions apply to Off-Peak Hours Group Tickets [Groepsticket Daluren]. The Off-Peak Hours Group Ticket is a ticket for people who go out together on a trip for a day (hereinafter referred to as the "Group"). They will then have a predefined common purpose for the journey, i.e. they are going to carry out some activity together at the destination.
2. A Group comprises a minimum of 2 and a maximum of 7 people. The Group has one designated main ticket holder plus at least 1 but no more than 6 people travelling with them. This identification requirement (see Article 5) means that all passengers in the Group must be age 12 or older.
3. All passengers in the Group must be making the same train journey, i.e. they travel:
 - a. in the same train between the same departure and arrival stations, with the understanding that the fellow passengers may get onto the train at an intermediate station. The main ticket holder must be present in the Group for the entire journey from the departure station to the arrival station as stated on the e-ticket;
 - b. on the same date and at the same time;
 - c. and together as the Group. This means that when the tickets are inspected, the Group must be able to show that their tickets have the same order number (known as the 'Group ID') as the main ticket holder. The order number is shown on the e-ticket, as is the numbering of passengers making up the Group. The designated main ticket holder is shown as a number "1" followed by the number of passengers in the Group, for example "1/4".
4. The Off-Peak Hours Group Ticket is only available as an e-ticket. Each passenger in the Group needs their own e-ticket to travel. The e-ticket is for the individual and is non-transferable. The Conditions for E-tickets and Mobile Tickets apply to e-tickets and their use.
5. The initials and surnames of the people in the Group must be completed in full on the website beforehand, i.e. before the Off-Peak Hours Group Ticket is ordered or paid for, and must match the names stated in the identity documents of the passengers of the Group in question. A valid identity document with a photograph must be presented when the ticket is checked, i.e. a passport, identity card or driving licence.
6. The Off-Peak Hours Group Ticket is only valid for a one-way journey during off-peak hours, i.e. on weekdays before 06:30, between 09:00 and 16:00, and after 18:30. An Off-Peak Hours Group Ticket is therefore not valid for travel during peak hours, even when the journey started before the peak period, unless there is a delay. If a delay makes it impossible for the Group to complete the journey in question during off-peak hours, the Off-Peak Hours Group ticket is also valid during additional journey time outside the off-peak period caused by the delay. An Off-Peak Hours Group Ticket is also valid at weekends and all day on public holidays. The Off-Peak Hours Group ticket is not valid on King's Day (Koningsdag, 27 April).
7. Off-Peak Hours Group Tickets are valid within the Netherlands both with NS and with other rail carriers. A supplement is required for travel on an Intercity Direct or ICE International domestic routesection. They are not valid on Nightjet, Thalys or Eurostar.
8. Off-Peak Hours Group Tickets are not valid in combination with other promotions.
9. Travelling with an Off-Peak Hours Group Ticket is not permitted if the Group was brought together through third-party mediation unless NS has given permission to do so.
10. The Off-Peak Hours Group Ticket can be purchased a maximum of one month before the journey date; in other words, the latest possible planned journey date for an Off-Peak Hours Group Ticket bought on e.g. 31 October 2022 would be 30 November 2022.
11. Once purchased, an Off-Peak Hours Group Ticket cannot be cancelled or refunded. NS is entitled to amend these conditions unilaterally at any time. The amended conditions apply from the date on which they come into effect and they will be communicated by NS on its website. Where an Off-Peak Hours Group Ticket has been purchased and is still valid, the main ticket holder will be informed individually if it is a change that deviates substantially from what had been promised, in which case the right to a refund for Off-Peak Hours Group Tickets that have already been purchased and are still valid will be honoured.

NS Reizigers B.V., Utrecht, June 2022