

Refund table 'Reimbursement for delays' per card type
Valid from 6-6-2023
OV-chipcard with mandatory check-in/check-out
30 - 59 minutes
60 minutes or more

Reizen op saldo or Reizen op rekening, including NS Flex-subscriptions*

1/2 fare

full fare

Personal or anonymous OV-chipcard without subscription

1/2 fare

full fare

Voordeelabonnement (Altijd Voordeel, Dal Voordeel, Voordeelurenabonnement)

1/2 fare

full fare

Weekend Vrij (Reizen op saldo or NS Flex)**

1/12 part

1/6 part

Dal Vrij (Reizen op saldo or NS Flex)**

1/36 part

1/18 part

Altijd Vrij (Reizen op saldo or NS Flex)**

1/42 part

1/21 part

Traject Vrij

1/2 fare

full fare

NS-Business Card***

1/2 fare

full fare

Studentenreisproduct

€2,32

€4,64

Single tickets

One way ticket****

1/2 price

full price

Return ticket****

1/4 price

1/2 price

(Actie)dagkaart (bijv. Kruidvat, HEMA, Albert Heijn of Spoordeelwinkel)

1/4 price

1/2 price

Keuzedag 60+

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€3,50

Supplemental tickets

Railrunner	1/2 price	full price
Day pass dog	1/4 price	1/2 price
Day pass bicycle	1/4 price	1/2 price
ICE supplement	full price	full price
Addition 2-1 Dag, Weekend en Dal	1/4 price	1/2 price
Addition 2-1 Keuzedag 60+	€2,50	€5,-

Hogesnelheidslijn (HSL): Intercity direct & Intercity Den Haag-Eindhoven

	15 - 29 minutes	30 minutes or more
Ticket (one way)	1/2 price	full price
Intercity direct supplement (if applicable)	full price	full price

* The refund is based on the one way fare price of the NS-route that was taken. For NS Flex-discount subscriptions the fare price including calculation of off-peak hours discount (if relevant) applies. During full discount periods calculation is based on the full-tariff one way fare price.

** Calculation based on monthly subscription price. Outside of the full discount periods of the subscription the refund is based on the one way fare price of the NS-route that was taken, with calculation of off-peak hours discount if relevant.

*** For all NS-Business Cards with a subscription (Dal, Traject Vrij en Trein Vrij) the refund is based on the fare prices with 40% discount if check-in takes place in off-peak hours.

**** Refund will only be granted on the part of the ticket that applies to NS routes.