

# Terms and Conditions of NS Travel Assistance

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NS Reizigers BV (hereinafter “NS”) provides assistance for NS passengers with functional disabilities. Passengers with functional disabilities are those who have temporary or permanent limitations in their motor, auditory and visual capabilities or who have an intellectual disability. NS believes it is important to offer the same journeys to people with functional disabilities, for example by providing assistance. NS provides this service in accordance with its obligations pursuant to the franchise<sup>1</sup> and the applicable legislation and regulations.

Travel assistance is subject to terms and conditions in order to ensure that it can be requested and provided as safely, correctly, equitably and flexibly as possible. This document tells you more about those terms and conditions.

It is important that you observe these terms and conditions so that your journey will proceed as intended. NS is entitled to refuse to provide assistance for you if you do not observe these terms and conditions.

## Article 1: Applicability

- 1.1. These Terms and Conditions of NS Travel Assistance contain the terms and conditions under which you can request travel assistance from NS and under which NS provides assistance for getting on and off the train or changing trains (hereinafter “NS Travel Assistance”). If you request NS Travel Assistance, it means you have accepted these terms and conditions.
- 1.2. Passengers with a functional disability who need assistance from NS in getting on and off the train or changing trains and/or need assistance at the departure station (from the meeting point to the train) and/or at the arrival station (from the train to the check-out post or gate) can request NS Travel Assistance. You can request NS Travel Assistance at the stations at which NS provides that service. For an overview of those stations, please go to [ns.nl/ns-travelassistance](https://www.ns.nl/ns-travelassistance). NS is only responsible for providing such assistance at the stations listed and therefore not at the stations of other carriers; for information about those stations, please refer to the websites of the other carriers.
- 1.3. Passenger transport by NS is also subject to the NS General Terms and Conditions of Carriage (hereinafter the “AVR-NS”). Those terms and conditions can be found on [ns.nl/terms-conditions](https://www.ns.nl/terms-conditions). If you request travel assistance, you are also deemed to have accepted the AVR-NS.

## Article 2: Requesting and providing NS Travel Assistance

- 2.1. You can request NS Travel Assistance as follows:
  - Through [ns.nl/reisassistentie](https://www.ns.nl/reisassistentie) in your My NS account
  - In the NS-app
  - By phone on 030–23 57 822 (available 24 hours a day)

If you request travel assistance online or through the NS-app, you must first (as a one-off action only) have created a My NS account and added an NS Travel Assistance profile to it.

- 2.1 When you ask for NS Travel Assistance, you state the date, the departure time and the departure and arrival stations for the journey you will be making with NS.
- 2.2 NS Travel Assistance is provided when getting on or off an NS train or when changing NS trains. You are accompanied from the meeting point at the departure station onto the train and from the train to the checkout gate at the arrival station.
- 2.3 You must request NS Travel Assistance at least one hour before your intended train’s departure time. NS is otherwise unable to guarantee travel assistance.

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<sup>1</sup> [Franchise for the main rail network 2015-2025](#)

- 2.4 There is a maximum number of wheelchair spaces that are available in the train for such accessories/devices. If all the wheelchair spaces are taken, you may have to take an earlier or later train.
- 2.5 NS Travel Assistance is provided from the first NS train to the last NS train every day.
- 2.6 NS Travel Assistance is free for passengers with a functional disability who have requested travel assistance from NS.
- 2.7 If you have requested NS Travel Assistance, you should go to the meeting point in good time and should already have a valid ticket. The meeting point and the time you should be there are stated in the booking confirmation. The person assisting you will accompany you to the correct train and help you board it.
- 2.8 At the arrival station, another person will assist you in getting off the train and accompany you to the check-out point at the arrival station.
- 2.9 You must deal with your own luggage (hand-held or otherwise) yourself.

### Article 3: Mobility accessories

- 3.1 Passengers with a functional disability who use NS Travel Assistance may take their mobility accessories on the train as long as those devices comply with the stipulations in these terms and conditions.
- 3.2 Your safety as a passenger and the safety of other passengers and our staff are paramount when providing travel assistance. Travel assistance is therefore provided subject to the condition that safety can be guaranteed while boarding or exiting the train or while changing trains (whether or not these accessories are used), as well as during the journey.
- 3.3 Mobility accessories with internal combustion engines are not permitted.
- 3.4 The device must be placed at the location within the train that is designated for the purpose.
- 3.5 You must be able to operate an electrically powered mobility accessory safely and independently while getting on or off the train, while changing trains and during the journey.
- 3.6 Your device will be permitted on the train if it complies with the dimensions given in the table below.

Type of accessory/device	Sticker needed on op the accessory (see Article 4)?	Ticket needed for the accessory?	Permissible dimensions	Location
Wheelchair, manually operated	No	No	<ul style="list-style-type: none"> <li>• length 150 cm</li> <li>• width 70 cm</li> <li>• height 137.5 cm</li> <li>• 200 kg</li> </ul> Accessory/device, including the user and their luggage	Wheelchair space
Wheelchair, electric	No	No	<ul style="list-style-type: none"> <li>• length 150 cm</li> <li>• width 70 cm</li> <li>• height 137.5 cm</li> <li>• 300 kg</li> </ul> Accessory/device, including the user and their luggage	Wheelchair space
			Accessory/device, including the user and their luggage	
Mobility scooter	No	No	<ul style="list-style-type: none"> <li>• length 150 cm</li> <li>• width 70 cm</li> <li>• height 137.5 cm</li> <li>• 300 kg</li> </ul> Accessory/device, including the user and	Wheelchair space

			their luggage	
Wheeled walker	No	No	<ul style="list-style-type: none"> <li>width 70 cm</li> <li>length 70 cm</li> </ul>	To be stored where it does not and cannot present an obstacle or become a nuisance
Tricycle; bicycle with clearly visible adaptations	No	No	<ul style="list-style-type: none"> <li>width 70 cm</li> <li>(including luggage) if NS travel assistance accessories (such as the bridge) are to be used</li> </ul>	Bicycle space
Electric bicycle, recumbent bicycle or tandem	Yes	If compliant with Article 4	Not applicable	Bicycle space
Segway	Yes	If compliant with Article 4	<ul style="list-style-type: none"> <li>length 150 cm</li> <li>width 70 cm</li> <li>height 137.5 cm</li> </ul> 300 kg Accessory/device, including the user and their luggage	Bicycle space, wheelchair space or luggage space

3.7 Taking a mobility accessory on the train is free of charge and is exempt from any peak-period limitations.

3.8 A member of NS staff may refuse to accept an accessory that does not meet the stipulations of this article. In such a case, NS is not obliged to arrange alternative transport.

#### Article 4: Accessories/devices that are not obviously recognisable

4.1 Passengers with a functional disability who use an accessory that is not obviously recognisable as such should be able to demonstrate if asked that the device in question is needed as a result of their functional disability. Because NS is not able to determine whether and when an accessory is necessary, NS will follow the decisions made by the official testing bodies.

If you use an accessory that is not immediately recognisable as such, you can do the following to show that it is necessary for you:

- Apply a sticker with the functionally disabled person's logo to the accessory, and;



- Show one of the following valid passes:
  - o Disabled person's parking pass
  - o WMO (Social Support Act) pass (regional taxi)
  - o Valys pass
  - o OV-Begeleiderskaart (Public Transport Guide's Pass)

4.2 The provisions of Article 3 of these terms and conditions apply *mutatis mutandis* to

accessories that are not obviously recognisable as such.

- 4.3 A member of NS staff may refuse to accept an accessory that does not meet the stipulations of this article. In such a case, NS is not obliged to arrange alternative transport.

### **Article 5: Assistance dogs**

- 5.1 Assistance dogs (whether or not in training) may travel in the train free of charge as long as they are identifiable as such, for example by a harness, covering or frame bearing the logo of a guide dog organisation. In that case, you do not need a Dagkaart hond (a one-day dog ticket).

### **Article 6: Changing or cancelling a booking**

6.1 You can change or cancel a booking that you have made as follows:

- It is possible to change or cancel your journey through the [ns.nl/reisassistentie](https://www.ns.nl/reisassistentie) page.
- You can use the NS-app to cancel your journey and the travel assistance.
- It can also be done by phone by calling the free phone number 030-23 57 822 (available day and night).

### **Article 7: Personal data**

7.1 NS processes your personal data in order to optimise how the services are provided. As part of that, NS uses statistical analyses so that providing travel assistance at the stations can be planned in as well as possible. If you do not want this to be done, you can inform NS. See [ns.nl/privacy](https://www.ns.nl/privacy).

*Utrecht, March 2021 version*

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Amendments with respect to the version dated November 2020 are a textual amendment in Article 2.5 and the exception relating to night trains in Article 2.6 has been deleted. Article 2.8 has an amendment relating to the meeting points.

The November 2020 version contains a clarification in Article 4.1 with respect to the November 2018 version. The obligation also applies if NS Travel Assistance is not used.

The version dated November 2018 had been amended with respect to the April 2017 version in Article 1.2 (textual), Article 3.5 (obligation only applicable to electrically powered devices) and Article 7 (added).