Introduction and explanation
These Terms and Conditions Individual Tickets apply to the use of a individual ticket by means of an E-ticket. A individual ticket is a ticket with a travel product that has been purchased in advance. Each individual ticket has its own validity, features and benefits.
This document contains the conditions of the Off-Peak Bicycle ticket, Off-Peak Early Booking ticket and the NS Deal ticket. The applicable rights and obligations for the use of the individual ticket concerned are shown for each individual ticket. If, for example, you have purchased an Off-Peak Early Booking ticket, then the section of these Conditions relating to the Off-Peak Early Booking ticket applies, which you will find on page 3 of these Conditions.

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1. Conditions for taking your bicycle with you on the train

Subject to certain conditions, you may take your bicycle with you on domestic train services operated by NS Reizigers B.V. (hereinafter referred to as "NS"). Those conditions are listed below. The term 'bicycle' is taken to mean an ordinary bicycle, recumbent bicycle, electric bicycle, tandem, racing bicycle or dismantled bicycle. Carrier tricycles, bicycle trailers, four-wheeled pedalled carts and similar are not permitted.

General

1. A maximum of one bicycle can be taken per passenger.

2. You need to have a Fietskaart dal (Off-peak bicycle ticket) for your bicycle. The Fietskaart dal is the ticket for the bicycle on the train (see article 8 and further). If you use a bicycle – modified or not – as an aid because you have a functional disability, it may be taken with you free of charge if you meet the conditions stated in the Terms and conditions for NS Travel Assistance. You do no then have to purchase a Fietskaart dal. You can take a folding bicycle with you free of charge as long as you do not cause any inconvenience or nuisance as a result.

3. Your bicycle may only be taken with you on the train during off-peak hours, i.e. on weekdays before 6:30, between 9:00 and 16:00, and after 18:30. Your bicycle may therefore not be taken with you during peak hours even if the journey started before the peak period, unless a delay to the train in question meant you were unable to complete the journey during off-peak hours. Your bicycle can go with you on the train all day at weekends, on public holidays (except King’s Day) and during July and August (even at peak times).

4. The restriction stated in Article 3 does not apply if you (i) use a bicycle – modified or otherwise – as an aid because of a functional disability and you are therefore allowed to take your bicycle free of charge, and/or (ii) are travelling with an international ticket for the international train on which you will be taking or have taken your bicycle. You may also take your bicycle with you during the peak period in such cases.

5. Your bicycle must be put in a special place in the train. If no such space exists or if it is unavailable e.g. because it is occupied by fellow travellers, your bicycle may not be taken along and your reservation will be cancelled (see Article 5). The conductor decides whether there is enough space.

6. Bicycles may not be taken on the ICE International, Thalys, Eurostar, Nightjet and NS buses. In July and August, bicycles may also not be taken on the IC Berlin or IC Brussels.

7. You are responsible for keeping an eye on your own bicycle and removing your luggage from it unless the conductor gives permission for it to be left on your bicycle.

Off-Peak Bicycle ticket

8. The bicycle ticket is valid on the date stated on it, during off-peak hours, i.e. on weekdays before 6:30, between 9:00 and 16:00, and after 18:30. The Fietskaart dal is therefore not valid during peak hours even if the journey started before the peak period, unless a delay to the train in question meant you were unable to complete the journey during off-peak hours. The Fietskaart dal is valid on the day stated on the ticket, including at weekends, on public holidays (except King’s Day) and all day during July and August.

9. The off-peak bicycle ticket is only valid when combined with another ticket; in other words, you always need a ticket for your own journey in addition to the Fietskaart dal.

10. The Fietskaart dal is only valid in the period from 10 July to 15 September and when combined with a reservation for your bicycle (see above).

11. The Fietskaart dal is valid with all rail carriers in the Netherlands except ICE International, Thalys, Eurostar and Nightjet. In July and August, the Fietskaart Dal is also not valid on the IC Berlin or IC Brussels.

12. You should purchase a Fietskaart dal in advance, i.e. before your journey, online on the NS website or through the NS app, at a ticket vending machine or at a counter. If you buy your Fietskaart dal as an e-ticket, the Conditions for E-tickets and Mobile Tickets apply. If you buy your Fietskaart dal from a ticket vending machine or at a counter, you will get a paper ticket with a chip in from the machine. Once purchased, a Fietskaart dal cannot be cancelled or returned.
2. Terms and Conditions Off-Peak Early Booking ticket

1. These terms and conditions apply to Off-Peak Early Booking tickets. Off-Peak Early Booking is a train ticket that you get a 10% discount for if it is purchased at most one calendar month and at least four days before the planned journey date. That means that if the journey date is 28 October 2022, for example, an Off-Peak Early Booking can be purchased during the period between 28 September 2022 and 24 October 2022. The discount of 10% is on the full fare as applicable on the day of travel.

2. The Off-Peak Early Booking ticket is valid for a one-way or a return journey in off-peak hours, which on weekdays are before 06:30, between 09:00 and 16:00, and after 18:30. An Off-Peak Early Booking ticket is therefore not valid for travel during peak hours, even when the journey started before the peak period (unless there were delays). If a delay makes it impossible to complete the journey during off-peak hours, the Off-Peak Early Booking ticket is also valid during additional journey time outside the off-peak period caused by the delay. The Off-Peak Early Booking ticket is also valid at weekends and all day on public holidays. The Off-Peak Early Booking ticket is not valid on King’s Day (27 April).

3. Off-Peak Early Booking tickets are only available as e-tickets. 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.

4. The initials and surname must be completed in full on the website beforehand, i.e. before the Off-Peak Early Booking ticket is ordered or paid for, and must match the names stated on the identity documents of the person 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.

5. This identification requirement (see Article 4) means that Off-Peak Early Booking tickets are only valid for passengers aged 12 or older.

6. Off-Peak Early Booking tickets are valid within the Netherlands with both NS Reizigers BV (referred to hereinafter as “NS”) and other rail carriers. They are not valid on Nightjet, Thalys or Eurostar.

7. Off-Peak Early Booking tickets are not valid in combination with other promotions.

8. Once purchased, an Off-Peak Early Booking 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 Early Booking ticket has been purchased and is still valid, you 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 an Off-Peak Early Booking ticket that has already been purchased and is still valid will be honoured.
3. Terms and conditions NS Deal ticket

1. These terms and conditions apply to the NS Deal ticket. NS Deal is a product that NS offers on specific, predefined routes and for specific time frames. NS Reizigers B.V. (hereinafter “NS”) is carrying out a pilot with the NS Deal ticket from March for a period of approximately three months. During the pilot, we want to build up experience with the technology for giving passengers a discount that varies depending on for instance the anticipated crowding and potentially, later on in the pilot, depending on the purchase date of their NS Deal.

2. NS Deal is a ticket for a one-way journey that can be purchased at a discounted price. NS Deal is only available through the NS Journey Planner on the website and the NS app, and applies for specific routes, dates and times frames selected by NS.

3. NS Deal is a ticket for a single, one-way journey and it is only valid for the route, date and time frame stated on the ticket. The ticket is only deemed to be valid if the entire journey takes place within the chosen time frame, e.g. a time frame of 09:00 to 12:00 means that departure is permitted from 09:00 onwards and the arrival must be before 12:00. Travel with an NS Deal ticket is therefore not allowed outside the route, date and/or selected time frame stated on the e-ticket. If a delay makes it impossible to complete the journey during the selected time frame, the NS Deal ticket is also valid during additional journey time caused by the delay outside the time frame.

4. NS Deal is only available as an e-ticket. The e-ticket is for the individual person and is non-transferable. The Conditions for tickets and Mobile Tickets apply to e-tickets and their use.

5. The initials and surname need to be given in full when ordering the e-ticket on the website or the NS app, i.e. before the NS Deal ticket is ordered or paid for, and must match the names stated on the identity documents of the person in question. A valid identity document with a photograph must be presented when the NS Deal ticket is checked, i.e. a passport, identity card or driving licence.

6. This identification requirement (see Article 5) means that NS Deal tickets are only valid for passengers aged 12 or older.

7. NS Deal is only valid for travel with NS. A supplement is required for travel on an Intercity Direct domestic route section. Not valid on Thalys, Eurostar or Nightjet.

8. NS Deal tickets are not valid in combination with other products and/or other promotions.

9. Once purchased, an NS Deal 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 NS Deal ticket has been purchased and is still valid, the passenger 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 an NS Deal ticket that has already been purchased and is still valid will be honoured.

NS Reizigers B.V., Utrecht, March 2022