

Terms and conditions NS Deal ticket

Valid from March 2022

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 2022. 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