These conditions apply to the use of a individual ticket on an E-ticket. This document contains the conditions of the Fietskaart Dal (Off-Peak Bicycle ticket) and Off-Peak Early Booking. The applicable rights and obligations for the use of the individual ticket concerned are shown for each individual ticket.

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1. Terms and Conditions for bicycles you on the train

Valid from 16 September 2021

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.

Fietskaart dal (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 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.

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2. Terms and Conditions Off-Peak Early Booking ticket
Valid from February 2022

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
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 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.
4. 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 route section. 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.
5. Terms and conditions Off-Peak Young Person’s Day Ticket
Valid from 29 November 2022

1. These conditions apply to the Off-Peak Young Person’s Day Ticket. The Off-Peak Young Person’s Day Ticket is a ticket (E-ticket) allowing a traveler aged 12 to 18 years old to travel unrestrictedly in 2nd class on NS Reizigers B.V. ("NS") trains in off-peak hours on the date stated on the ticket.

2. The Off-Peak Young Person’s Day Ticket is only valid during off-peak hours, i.e., on weekdays before 6:30 am, between 9:00 am and 4:00 pm and after 6:30 pm. It is therefore not allowed to travel with the Off-Peak Young Person’s Day Ticket during peak hours, even if the journey started before the peak period, unless there is a delay. If due to the delay it is not possible to complete the journey during off-peak hours, the Off-Peak Young Person’s Day Ticket is also valid during additional journey time outside the off-peak period caused by the delay. On weekends and public holidays except for 27 April, King’s Day (Koningsdag), the Off-Peak Young Person’s Day Ticket is valid all day.

3. The Off-Peak Young Person’s Day Ticket is only valid on NS trains within the Netherlands. This includes Intercity Direct and the domestic route of ICE International, for the Intercity direct between Rotterdam Central station and Schiphol Airport station and for the ICE, the payment of a supplement is mandatory. The Off-Peak Young Person’s Day Ticket is not valid on the Nightjet, Thalys and Eurostar.

4. The Off-Peak Young Person’s Day Ticket is only valid in 2nd class.

5. The Off-Peak Young Person’s Day Ticket is only available as an E-ticket in the NS-app. The Conditions for E-tickets and Mobile Tickets apply to the (use of the) Off-Peak Young Person’s Day Ticket.

6. The traveler’s initial(s) and surname must be entered in full in the NS-app before payment of the Off-Peak Young Person’s Day Ticket and must correspond to the names as stated in the traveler’s identity document. In public transport in the Netherlands, carrying personal identification is mandatory from the age of 12. During checks, a valid identity document including a photo must be shown if the conductor asks for it.

7. The E-ticket is personal and non-transferable. It is therefore not permitted to give the Off-Peak Young Person’s Day Ticket to another person (or others) or to share E-ticket online with another person (or others) if you know or may suspect that the other person (or these others) will (want to) travel with the Off-Peak Young Person’s Day Ticket. It is also not permitted to purchase an Off-Peak Young Person’s Day Ticket with the intention of selling or reselling it for example, while exercising a profession and/or for commercial gain.

8. The Off-Peak Young Person’s Day Ticket is not valid in combination with discount season tickets, Group Travel Discount and/or other offers.

9. A purchased Off-Peak Young Person’s Day Ticket cannot be changed, cancelled or refunded. The right of withdrawal does not apply to tickets purchased online.

10. NS has the right to unilaterally amend these conditions at any time. The amended conditions shall apply from the date of their entry into force and shall be communicated on the NS website. A purchased and still valid Off-Peak Young Person’s Day Ticket will be informed personally if it concerns a change that deviates substantially from the promised performance, in which case the right will be granted to refund the Off-Peak Young Person’s Day Ticket already purchased and still valid.
6. Terms and conditions Day Ticket

Valid from October 2023

1. These conditions apply to the NS Day ticket. An NS Day ticket is a ticket allowing unlimited travel on NS Reizigers B.V. ("NS") trains and other train operators within the Netherlands (see article 4). The NS Day ticket is only valid on the date stated on the ticket.

2. The NS Day ticket is valid on the date stated on the ticket from 00:00 to 04:00 the following morning, even during peak hours.

3. The NS Day ticket is available as a first-class or second-class ticket.

4. An NS Day ticket is valid on NS trains and with other train operators within the Netherlands. These also include the Intercity Direct and the domestic routes of the IC Berlin, IC Brussels and ICE International. For the Intercity Direct between Rotterdam Centraal station and Schiphol Airport station, and for domestic routes of the ICE, a supplement must be paid. An NS Day ticket is not valid on the Nightjet, or Eurostar.

5. The NS Day ticket is available as an E-ticket and, on payment of a supplement of €1, as a single-use OV-chipkaart from the ticket sales machine and at the counter. For the NS Day ticket as an E-ticket, the following applies:
   a. The E-ticket Conditions apply to using the E-ticket,
   b. it is a personal ticket that is non-transferable, and
   c. when purchasing online, the passenger's initial(s) and last name must be entered in full before payment, and must correspond to the names as stated on the identity document of the passenger concerned. On public transport, the requirement to be able to identify yourself applies from the age of 12. A valid identity document with a photograph must be presented when the ticket is checked.

6. Once purchased, an NS Day ticket cannot be changed, cancelled or refunded. The right of withdrawal does not apply to tickets.

7. It is not permitted to sell NS Day tickets on, or to purchase them with the intention of selling these on in a professional or business capacity or with the aim of making a commercial and/or financial profit. Nor is it permitted to supply used NS Day tickets, or to share these online with other persons if you know or can assume that these persons will or intend to travel with the NS Day tickets.

8. 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. For an NS Day ticket that has been purchased and is still valid, if this is an amendment that deviates substantially from the conditions promised, the right to a refund for the NS Day ticket purchased and still valid is granted.
7. Terms and conditions Railrunner

Valid from October 2023

1. These terms and conditions apply to the Railrunner (children’s ticket). The Railrunner is a special ticket that allows a child aged between 4 and 11 to travel without restriction on trains operated by NS Reizigers B.V. (hereinafter “NS”) and other train operators within the Netherlands. The Railrunner is only valid on the date stated on the ticket.

2. The Railrunner is valid from 00:00 on the date stated on the ticket to 04:00 the following morning, including during peak hours.

3. The Railrunner lets a child aged between 4 and 11 travel independently in second class. Children with a Railrunner can travel first class if supervised by an adult who also has a first-class ticket. Each supervising adult can take up to three children, each of whom must have their own Railrunner.

4. The Railrunner is valid on NS trains and with other train operators within the Netherlands. This includes the Intercity Direct and the routes within the Netherlands of the Intercity Berlin and ICE International. The Railrunner can be used without a supplement on these trains. The Railrunner is not valid on Nightjet, Thalys or Eurostar.

5. The Railrunner is available as an e-ticket and, on payment of a supplement of €1, as a single-use OV-chipkaart from the ticket machine and at the service desk. The following applies for the Railrunner as an e-ticket: Use of the e-ticket is subject to the E-ticket Terms and Conditions.
   a. It is a personal ticket that is non-transferable.
   b. The child’s initials and surname must be entered in full before payment of the Railrunner.
   c. Once purchased, a Railrunner cannot be changed, cancelled or refunded. The right of withdrawal does not apply to tickets purchased online.

6. Once purchased, a Railrunner cannot be changed, cancelled or refunded. The right of withdrawal does not apply to tickets purchased online.

9. 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. In the case of a Railrunner that has already been purchased and is still valid, if this is an amendment that deviates substantially from the promised service, the right is granted to a refund for the purchased and valid Railrunner.

7. You are not allowed to buy Railrunner tickets with the intention of selling them on in a professional or business capacity or with the aim of making a commercial profit. You are also not allowed to supply used Railrunner tickets (in the case of a single-use OV-chipkaart) or share them online with other persons if you know or can assume that these persons will or intend to travel with the Railrunner.
8. Terms and conditions Day Ticket Dog

Valid from October 2023

Small pets can be taken free of charge on the train in a bag, basket or cage or on your lap. If a passenger travels with a dog that is not kept in a bag, basket or cage or on their lap, the passenger must have a Day Ticket Dog in addition to their own valid ticket. These terms and conditions apply to the Day Ticket Dog.

If a passenger is accompanied by a dog because of a disability, no Day Ticket Dog is required for the dog as long as it is a guide dog (or trainee guide dog) and is recognisable as such.

1. The Day Ticket Dog is a special ticket that allows a dog that is not kept in a bag, basket or cage or on the passenger’s lap to be taken on journeys without restriction on trains operated by NS Reizigers B.V. (hereinafter “NS”) and other train operators within the Netherlands.

2. The Day Ticket Dog is only valid in combination with a valid ticket for the passenger in question. In other words, the passenger always needs to have a valid ticket for themselves during the journey as well as the Day Ticket Dog.

3. The Day Ticket Dog is valid from 00:00 on the date stated on the ticket to 04:00 the following morning; this includes peak hours.

4. The Day Ticket Dog is a valid ticket for taking a dog in either first class or second class (depending on the ticket of the passenger the dog is travelling with).

5. The Day Ticket Dog is valid on NS trains and with other train operators within the Netherlands. This includes the Intercity Direct and the routes within the Netherlands of ICE International, IC Berlin and IC Brussels. No supplement is required for dogs travelling on the Intercity Direct and ICE International. The Day Ticket Dog is not valid on international trains where a reservation is mandatory, such as Nightjet and Eurostar.

6. Dogs are not allowed on the seats in trains, nor are they allowed on replacement bus services, such as the coaches that NS deploys as replacement transport, with the exception of guide dogs.

7. The Day Ticket Dog is available as an e-ticket and, on payment of a supplement of €1, as a single-use OV-chipkaart from the ticket machine and at the service desk. The following applies for the Day Ticket Dog as e-ticket:
   a. Use of the e-ticket is subject to the E-ticket Terms and Conditions.
   b. The personal data on the Day Ticket Dog must match the data for the passenger the dog is travelling with.
   c. The passenger’s initial(s) and last name must be entered in full before payment and must match the name as stated on the identity document of the passenger concerned. On public transport, the duty to provide proof of identity applies from the age of 12. A valid identity document with a photograph must be presented when the ticket is checked.

8. You are not allowed to sell a Day Ticket Dog on, or to purchase such a ticket with the intention of selling it on in a professional or business capacity or with the aim of making a commercial and/or financial profit. You are also not allowed to hand a used Day Ticket Dog (in the case of the single-use OV-chipkaart) to someone else if you know or can assume that they will or intend to travel with the Day Ticket Dog. E-tickets may only be issued to the person whose name is on the e-ticket.

9. Once purchased, a Day Ticket Dog cannot be changed, cancelled or refunded. The right of withdrawal does not apply to tickets for transport, including the Day Ticket Dog.

10. 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. In the case of a Day Ticket Dog that has already been purchased and is still valid, if this is an amendment that deviates substantially from the promised service, the right is granted to a refund for the purchased and valid Day Ticket Dog.
9. Terms and conditions Intercity direct Supplement
Valid from October 2023

The Intercity direct trains run on the route between Breda and Schiphol Airport. Passengers wishing to travel on the Intercity direct between Schiphol Airport and Rotterdam Centraal Station must not only have a valid ticket but also pay a supplement (the Intercity direct Supplement). These terms and conditions apply to the Intercity direct Supplement.

1. Passengers wishing to travel on the Intercity direct between Schiphol Airport and Rotterdam Centraal Station must pay a supplement: the Intercity direct Supplement. The Intercity direct Supplement is only valid in combination with a valid ticket. In other words, the passenger always needs to have a valid ticket for the journey as well as the Intercity direct Supplement. Children travelling with a valid Railrunner or Kidsvrij season ticket do not need to pay a supplement.

2. The Intercity direct Supplement is available as an e-ticket and as a single-use OV-chipkaart, or it can be loaded onto a personal or anonymous OV-chipkaart at a ticket machine or service desk. Passengers with an NS Business Card can also purchase the Intercity direct Supplement for their NS Business Card at My NS Zakelijk. In addition, the Intercity direct Supplement can be loaded onto a personal or anonymous OV-chipkaart at one of the supplement posts on the departure platform. If the Intercity direct Supplement is purchased at a supplement post, it is available in peak hours for the usual fare and in off-peak hours with a 40% discount.

3. The Intercity direct Supplement is for a one-way journey or day return. As an e-ticket, the Intercity direct Supplement is only available for a one-way journey. This means when buying e-tickets, two Intercity direct Supplements must be purchased for a return journey (one for the outward journey and one for the return).

4. The Intercity direct Supplement is valid for a fixed route. When purchasing the supplement, the passenger chooses the direction: from Schiphol Airport to Rotterdam Centraal or from Rotterdam Centraal to Schiphol Airport.

5. The Intercity direct Supplement is valid regardless of the class of travel. In other words, the same supplement applies whether travelling first class or second class on the Intercity direct.

6. The Intercity direct Supplement is valid on the journey date selected when purchasing the supplement.

7. The following applies for the Intercity direct Supplement as an e-ticket:
   a. Use of the e-ticket is subject to the E-ticket Terms and Conditions.
   b. The personal data on the Intercity direct Supplement must match the data for the passenger travelling with the supplement.
   c. The passenger’s initial(s) and last name must be entered in full before payment, and must match the name as stated on the identity document of the passenger concerned. A valid identity document with a photograph must be presented when the ticket is checked.

8. You are not allowed to sell an Intercity direct Supplement on, or to purchase such a ticket with the intention of selling it on in a professional or business capacity or with the aim of making a commercial and/or financial profit. You are also not allowed to hand a used Intercity direct Supplement (in the case of the single-use OV-chipkaart) to someone else if you know or can assume that they will or intend to travel with the Intercity direct Supplement. E-tickets may only be issued to the person whose name is on the e-ticket.

9. Once purchased, an Intercity direct Supplement cannot be changed, cancelled or refunded. The right of withdrawal does not apply to the Intercity direct Supplement.

10. NS is entitled to amend these conditions unilaterally 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. In the case of an Intercity direct Supplement that has already been purchased and is still valid, if this is an amendment that deviates substantially from the promised service, the right is granted to a refund for the purchased and valid Intercity direct Supplement.
The ICE International is an international train service that runs between Frankfurt and Amsterdam Centraal every day. Domestic passengers may use this train to travel on the Dutch part of the route between the stations Amsterdam Centraal, Utrecht Centraal and Arnhem Centraal. However, these passengers must pay a supplement (the ICE Supplement) to use this train. These terms and conditions apply to the ICE Supplement.

1. When travelling by the ICE International on a route within the Netherlands between the stations Amsterdam Centraal, Utrecht Centraal and Arnhem Centraal, passengers are required to pay a supplement: the ICE Supplement. The ICE Supplement is only valid in combination with a valid ticket. In other words, the passenger always needs to have a valid ticket for the journey as well as the ICE Supplement.

2. The ICE Supplement is for a one-way journey. In fact, the ICE Supplement is only available for a one-way journey. This means two ICE Supplements must be purchased for a return journey (one for the outward journey and one for the return).

3. The ICE Supplement is valid for a specific route, namely Amsterdam Centraal – Utrecht Centraal – Arnhem Centraal, and is the same regardless of the class of travel. In other words, the same supplement applies whether travelling first class or second class on the ICE International.

4. The ICE Supplement is valid only on the journey date selected when purchasing the supplement.

5. Certain passengers do not need an ICE Supplement when using the ICE International for the route in the Netherlands. They are:
   - Passengers travelling with a valid NS season ticket (all types of season ticket);
   - Passengers travelling with an NS Business Card;
   - Passengers travelling with a business OV-chipkaart;
   - Passengers travelling with a general public transport season ticket that is also valid with NS (for example the student travel product);
   - Passengers with a valid international ticket;
   - Children travelling on a Railrunner (children’s ticket).

6. The ICE Supplement is available as an e-ticket and as a single-use OV-chipkaart (without the need to pay the €1 additional charge). The ICE Supplement can also be loaded onto a personal or anonymous OV-chipkaart at an NS ticket machine or NS service desk.

7. The following applies for the ICE Supplement as an e-ticket:
   a. Use of the e-ticket is subject to the E-ticket Terms and Conditions.
   b. The personal data on the ICE Supplement must match the data for the passenger travelling with the supplement.
   c. The passenger’s initial(s) and last name must be entered in full before payment, and must match the name as stated on the identity document of the passenger concerned. A valid identity document with a photograph must be presented when the ticket is checked.

8. You are not allowed to sell an ICE Supplement on, or to purchase such a ticket with the intention of selling it on in a professional or business capacity or with the aim of making a commercial and/or financial profit. If you are also not allowed to hand a used ICE Supplement (in the case of the single-use OV-chipkaart) to someone else if you know or can assume that they will or intend to travel with the ICE Supplement. E-tickets may only be issued to the person whose name is on the e-ticket.

9. Once purchased, an ICE Supplement cannot be refunded, cancelled or changed. An ICE Supplement on a single-use OV-chipkaart can however be refunded at an NS service desk up to 30 minutes after purchase if it can be proved that the ICE Supplement has not been used. This is the case if the single-use OV-chipkaart has not been used to check in. The right of withdrawal does not apply to the ICE Supplement.

10. 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. In the case of an ICE Supplement that has already been purchased and is still valid, if this is an amendment that deviates substantially from the promised service, the right is granted to a refund for the purchased and valid ICE Supplement.