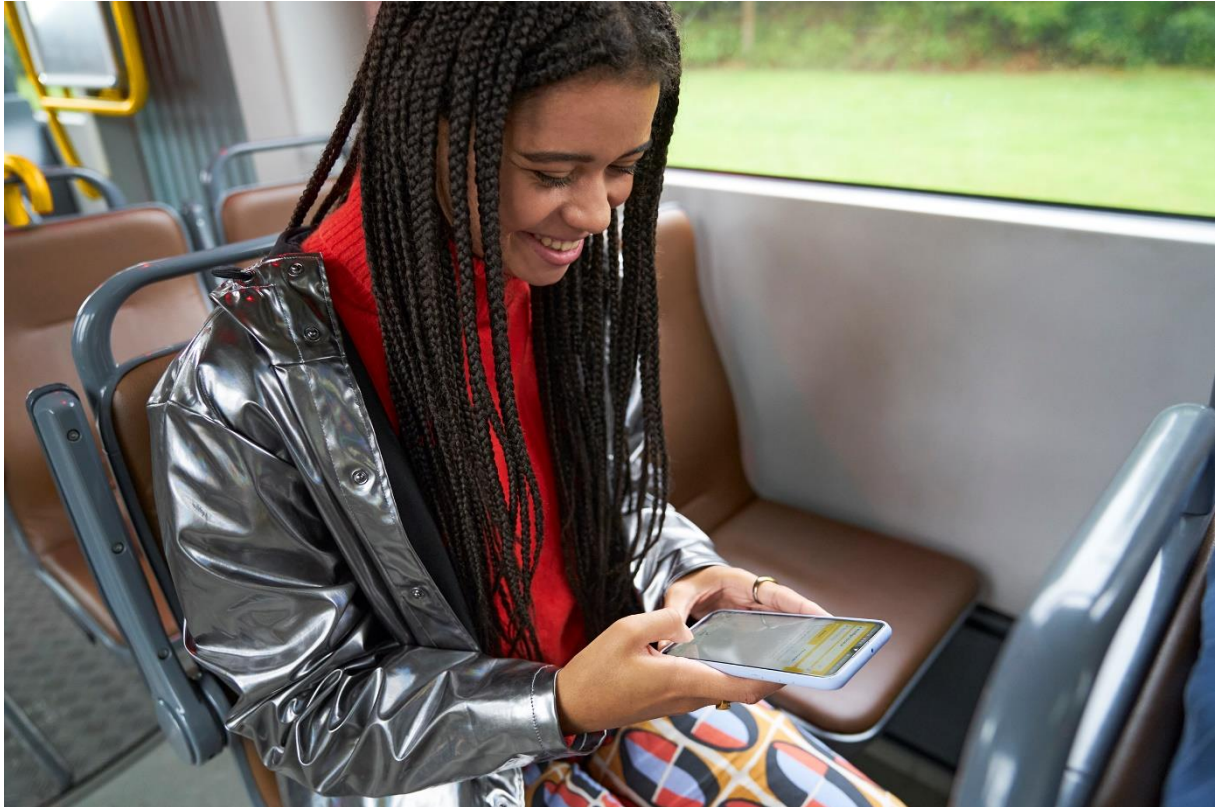


GENERAL TERMS AND CONDITIONS OF SALE OF DE LIJN (VLAAMSE VERVOERMAATSCHAPPIJ)

Valid from 1 SEPTEMBER 2022



De Lijn – Motstraat 20 – 2800 Mechelen

Mechelen Register of Legal Entities: 0242.069.537

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INTRODUCTION

The general terms and conditions of sale supplement De Lijn's general terms and conditions of travel and relate in particular to the rules regarding the purchase, validity, renewal, termination and refunding of Tickets.

The general terms and conditions of sale (the 'Terms and Conditions') relate to the various Tickets issued and distributed by De Lijn, its suppliers or service-providers.

All capitalised words in these Terms and Conditions that are not defined in the 'Glossary' herein have the meaning as defined in De Lijn's general travel terms and conditions of travel.

GLOSSARY

Payment Method: Bank card, credit card, payment application or other form of digital payment that is accepted by De Lijn as a valid way of paying for Tickets. A Payment Method may consist of a primary Payment Method and one or more secondary Payment Methods. The customer chooses the Payment Method him-/herself. In the event that the customer has indicated several Payment Methods, De Lijn reserves the right, in the event of the failure of one Payment Method, to use another Payment Method for Tickets.

De Lijn App: A mobile app from De Lijn that can be downloaded free of charge from the Google Play Store or the iOS App Store and that provides access to the purchase of Tickets.

De Lijn Point of Sale: A Lijnwinkel store or physical point of sale operated by De Lijn staff or by an Authorised Partner.

De Lijn Account: An email account that, after Membership has been arranged, grants access to the use of Tickets offered via digital channels.

Authorised Partner: A third party authorised by De Lijn to promote and distribute the range of Tickets for commercial purposes.

Proof of Identity: A valid identity card or passport.

Member: A natural person, legal person or public entity that enters into a Membership agreement.

Personal Data: A set of data relating to a natural person, including surname, first name and relevant data for activating and updating one or more Payment Methods, and national register number, that can be requested by De Lijn in order to grant access to Tickets.

Discount: A special discount, specific travel pass, contribution towards the price of a Ticket by a third-party payer or formula that is temporarily or permanently offered under special conditions for the benefit of specific target groups.

De Lijn Website: The webpages under the domain name www.delijn.be/en (including the pages listed as external links and accessible via the domain name www.delijn.be).

Registration Form: A form that an applicant must complete in order to gain access to the Tickets offered via digital channels. The Registration Form may be consulted, completed and submitted via the De Lijn Website or De Lijn App, or obtained via a De Lijn Point of Sale.

Sms-Ticket: A Ticket purchased by text message.

Ticket on a Digital Carrier: A Ticket purchased and activated via the De Lijn Website, with the De Lijn App or with the app of an Authorised Partner of De Lijn.

Terms and Conditions: these general terms and conditions of sale.

1 GENERAL TICKET REGULATIONS

The Tickets subject to these Terms and Conditions are valid on De Lijn Vehicles, with the exception of the Limburg express lines. For some Tickets, additional restrictions apply, e.g. a region within which travel is allowed or a line number. If you wish to know the restrictions linked to a specific Ticket, you can check them via the following links:

delijn.be/en/kortingen-steden-gemeenten/

delijn.be/en/content/Vervoerbewijzen/kortingen/tussenkomst-school

delijn.be/en/content/Vervoerbewijzen/tickets/tarieven-lijn-42-brugge-breskens/

delijn.be/en/content/reisinfo/belbus/

delijn.be/en/content/Vervoerbewijzen/tickets/fietsticket/

delijn.be/en/content/tickets/brupass-tickets/

More information about the Limburg express lines with their own specific tickets and prices can be found here: delijn.be/en/content/Vervoerbewijzen/tickets/snellijnen-limburg/

A Ticket that is valid on De Lijn Vehicles entitles you to a certain travel time. Depending on the carrier or the type of Ticket, after this time limit has expired you may not finish your ride or transfer without purchasing a new Ticket. If you wish to know the validity period of a specific Ticket, you can check this via the following link: delijn.be/en/content/vervoerbewijzen/tickets/ticket/

With the exception of Sms-Tickets, tickets on an electronic card and tickets paid for contactlessly, Tickets are always issued in the name of the Passenger, strictly personal and non-transferable. If you are travelling alone, as an individual Passenger you may not use a Ticket issued in the name of another person. If you make a purchase from De Lijn on behalf of several persons, each Passenger must have a valid Ticket and the Passenger in whose name the Ticket was issued must always be in the travel party.

The surname and first name on your Ticket must fully correspond with those on your Proof of Identity. If a discrepancy or lack of correspondence between these data is found, your Ticket will be regarded by De Lijn as invalid; in some cases this will be treated as fraud.

De Lijn is not responsible for the accuracy of the Personal Data that the Passenger provides when requesting a Ticket.

You have a valid Ticket when you have an active travel product on a functional carrier as described in more detail in Chapter 2 of these Terms and Conditions. You must show that your Ticket has been activated when boarding and transferring, with the exception of your MOBIB card.

Passengers must comply, at all times and without compensation, with any change (price-related or otherwise) to their Ticket in use as well as with any change to De Lijn's offer or more generally to the terms and conditions for accessing and using public transport, arising from a decision by the competent authority or the competent body with due observance of the applicable regulations, or arising from changes established by or agreed with the competent authorities or bodies of the other public transport networks with which De Lijn cooperates in the context of interoperability (MIVB-STIB, TEC and NMBS-SNCB).

1.1. TRAVEL PASSES

The start date of a travel pass may be freely chosen up to 100 (one hundred) days in the future. The price is the applicable price on the day on which the travel pass starts. A travel pass is always paid for in advance. You may use a travel pass from the start date until 3.59am in the morning of the day following the end date.

A travel pass must always be scanned whenever you board or transfer.

The price of a travel pass is a fixed amount that depends on the age of the holder on the first day that the travel pass is valid. There are four age groups, which have been given different names to make it easier to discuss them. The table below gives you an overview:

Name	Age group	Validity period
Buzzy Pazz	From 6 to 11 years	12 months
Buzzy Pazz	From 12 to 24 years	1 month, 3 months or 12 months
Omnipas	From 25 to 64 years	1 month, 3 months or 12 months
Omnipas 65+	65 years or older	12 months

De Lijn may offer you a travel pass with a Discount, depending on your personal situation at the time of purchasing your travel pass. Some of these Discounts can be combined, while others cannot. The advisors at the Travel Pass department and the Lijnwinkel store can of course help you to find out which Discounts you are eligible for. You can find more information about this here: delijn.be/en/content/vervoerbewijzen/kortingen/

How do I buy a travel pass?

You can buy travel passes on the De Lijn Website (delijn.be/en/abonnementen/), in a Lijnwinkel store or by writing to the Travel Pass department. To legally purchase your travel pass, you must be at least 18 (eighteen) years old and have the required legal competence and capacity.

You can find the most common travel passes on the De Lijn Website.

For the other types (which you can find here: help.delijn.be/hc/en-us/articles/360039674871-In-which-cases-is-it-not-possible-to-buy-a-travel-pass-directly-online-via-the-website-

it is best to visit a Lijnwinkel store or contact the Travel Pass department via the contact form. This is how to do this: help.delijn.be/hc/en-us/requests/new?request_custom_fields_360027408632=abo-niet-online-te-koop&ticket_form_id=360000674931

You must submit a purchase request to the Travel Pass department at least 15 (fifteen) calendar days before the desired start date. This will leave enough time to process the request and arrange payment before your travel pass starts.

When does my travel pass start?

If you purchase your travel pass on the De Lijn Website, it can start the day after the purchase at the earliest and 100 (one hundred) days after the purchase at the latest. Your travel pass can start 1 to 2 hours after receipt of the MOBIB card from the Lijnwinkel store at the earliest.

Your travel pass will be electronically activated on your MOBIB card. If you do not yet have a MOBIB card and you make your purchase on the De Lijn Website, a MOBIB card will be sent to the address you have given within 15 (fifteen) days. If you do not have a MOBIB card and purchase it at a Lijnwinkel store, you will receive the MOBIB card immediately.

If you make your purchase on the De Lijn Website, you will be given an opportunity in the confirmation email to request temporary free sms-tickets to cover the period between the start of the travel pass and the receipt of the MOBIB card. As a Passenger, you must ensure that you can receive and use paid sms-tickets, as a minimum cost of €0.15 per sms-ticket is always charged by the operator.

How do I cancel my travel pass?

You can only cancel your travel pass by filling in the contact form below or in a Lijnwinkel store:

help.delijn.be/hc/en-us/requests/new?request_custom_fields_360027408632=abo-terugbetaling&ticket_form_id=360000674931

You cannot cancel your travel pass on the De Lijn Website or in the De Lijn App.

Am I entitled to a refund after cancelling my travel pass?

If you wish to cancel your travel pass, different refund rules apply depending on your personal situation.

The amount of the refund and the administrative charges depend on your personal situation and can be found here: <https://help.delijn.be/hc/en-us/articles/360039272252-Am-I-entitled-to-a-refund-when-I-cancel-my-season-ticket->

What if De Lijn activates my travel pass late?

Pending the activation of the travel pass by De Lijn, you are required to purchase another Ticket so that you can present a valid Ticket if a check is made on the vehicle.

If your application for the purchase or renewal of a travel pass has been made correctly, but the travel pass has been issued late by De Lijn, De Lijn will refund the cost of any Tickets purchased by you up to the date of receipt of your travel pass under certain conditions:

- You must keep the purchased Tickets pending receipt of your travel pass and attach them to your refund request.
- The date of issue or use of the Tickets submitted must correspond to the days on which you would normally have been able to use your travel pass.
- If the travel pass application was submitted late, the potential refund period for Tickets will only start from the 16th calendar day after receipt of the application form, and/or 10 calendar days after payment for the travel pass has been made to the bank account of the Travel Pass department.
- If your travel pass application was filled in incompletely or if necessary documents were not provided, the previous point will apply from the date the application was submitted in full.
- In the case of a renewal, you are only entitled to a refund for the Tickets you have purchased if your travel pass has not been activated but payment for your renewal was received in the bank account of the Travel Pass department at least 10 calendar days before the start date of the renewal.

Pending the activation of the travel pass by De Lijn, you are required to purchase another Ticket so that you can present a valid Ticket if a check is made on the vehicle.

You can request a refund for your purchased Tickets from the customer service here:
https://help.delijn.be/hc/en-us/requests/new?request_custom_fields_360027408632=abonandere_vraa&ticket_form_id=360000687251

How do I renew my travel pass?

You can find all information about renewing your travel pass here:
<https://help.delijn.be/hc/en-us/articles/360039270852-How-can-I-renew-my-travel-pass->

1.2. TICKETS

How do I buy tickets?

Name	Suitable for	Where to buy them ('carriers')
Single ticket	One ride	<ul style="list-style-type: none"> • Via the De Lijn App or De Lijn Website • Via an Authorised Partner's app • By text: text 'DL' to 4884 (+ 0.15 euros operator charge) • On card at a De Lijn Point of Sale or from a ticket machine • Contactlessly on the vehicle with your bank card, smartphone or smart watch at the white terminal
Return ticket	Two rides	<ul style="list-style-type: none"> • On card at a De Lijn Point of Sale or from a ticket machine
10-journey ticket	Ten rides	<ul style="list-style-type: none"> • Via the De Lijn App or De Lijn Website • On card at a De Lijn Point of Sale or from a ticket machine
Group ticket	Groups of 10 to 30 people	<ul style="list-style-type: none"> • Via the De Lijn App or De Lijn Website • On card at a De Lijn Point of Sale or from a ticket machine
Day ticket and 3-day ticket	One or three days of unlimited travel	<ul style="list-style-type: none"> • Via the De Lijn App or De Lijn Website (day ticket only) • By text: text 'DLD' to 4884 (+ 0.15 euros operator charge) (day ticket only) • On card at a De Lijn Point of Sale or from a ticket machine (day ticket and 3-day ticket)

The **single ticket** is available on different carriers. It is a non-personal Ticket in the form of an electronic card, a contactless EMV medium (cEMV) or a text message. It is a personal Ticket when bought in digital form on the De Lijn Website or as an in-app message. A strict time limit for travel has been set at 60 (sixty) minutes for the carriers text message, in-app and website. A time limit of 60 (sixty) minutes applies to the carriers electronic card and cEMV, but a ride may be completed after the 60 (sixty) minutes.

The **group ticket** is a non-personal Ticket in the form of an electronic card or a personal Ticket on a digital carrier.

It is intended for groups of 10 (ten) to 30 (thirty) people travelling together for the entire journey. The price for a group ticket is determined on the basis of a fixed rate per person per journey. The journey is subject to a time limit for transfers of 60 (sixty) minutes; however, a ride may be completed after 60 (sixty) minutes if the group ticket has been issued on an electronic card.

If several people travel together with a valid group ticket, they must remain together for the entire journey. If one of them breaks his/her journey, the other Passengers must keep the group ticket with them for the rest of the journey.

If the group ticket is issued in the name of a Passenger, the Passenger concerned must be in the travel party for the entire journey.

A **day ticket** (or **3-day ticket**) exists as a non-personal Ticket in the form of an electronic card or text message and as a personal Ticket in digital form via the De Lijn Website or as an in-app message. A day ticket or 3-day ticket on an electronic card must be scanned whenever you board or transfer and entitles you to get on or off any bus or tram freely for 24 (twenty-four) hours or 72 (seventy-two) hours (except for the Limburg express lines). For the carrier electronic card, a ride that started before the end of the time limit may be completed, even if the time limit is exceeded.

How do I buy a day ticket (or 3-day ticket)?

You can easily buy a day ticket for 1 day on your mobile phone. Your mobile phone will then serve as the carrier of the Ticket. You can only buy a 3-day ticket at a Lijnwinkel store or from a ticket machine.

A day ticket or 3-day ticket is available at a different price for children aged 6 (six) to 11 (eleven) years at Lijnwinkel stores or from ticket machines.

How is my day ticket (or 3-day ticket) activated?

- How do you use your day ticket on an electronic card?
 - Scan your day ticket at the yellow terminal as soon as you board or transfer. A day ticket (or 3-day ticket) on electronic card is valid for 24 (twenty-four) hours (or 72 (seventy-two) hours) from when you first scan it at the yellow terminal on the vehicle. Provided you scan again each time, you can get on and off as many buses and trams as you like (except for the Limburg express lines) within this period and then complete your ride.
 - Do you want to know if your day ticket (or 3-day ticket) is still valid? First press the info button on the yellow terminal and then scan your card. You'll then be able to see how long your ticket is still valid for.
- How do you use a day ticket via the De Lijn App/Website?
 - Buy your day ticket in the De Lijn App or via this link: delijn.be/en/content/vervoerbewijzen/tickets/dagticket/
After you have made your purchase, the day ticket will be in your ticket wallet. To travel validly, you must activate the day ticket before boarding. After activation, you can get on and off as many De Lijn buses and trams as you like within 24 hours (except for the Limburg express lines). You can find more information at these links: <https://help.delijn.be/hc/en-us/articles/360039271272-How-do-I-buy-a-ticket-10-journey-ticket-or-day-ticket-via-the-website-or-app->
<https://help.delijn.be/hc/en-us/articles/360039271232-How-do-I-activate-my-ticket-dayticket-or-10-journeys-ticket->
- How do you use a day ticket via text?
 - Buy your day ticket by texting 'DLD' to 4884. You will receive a reply message that counts as a valid Ticket. After receiving the reply message, you can get on and off as many buses and trams as you like within 24 (twenty-four) hours (except for the Limburg express lines).

2 SPECIFIC REGULATIONS REGARDING THE CARRIERS

A Ticket is only valid if it is issued on a functioning carrier, which can take various forms, both traditional and electronic.

The different forms of carrier that will be discussed in the next chapter are:

- a MOBIB card,
- contactless EMV media (cEMV),
- an electronic card,
- an Sms-Ticket,
- a digital carrier via De Lijn,
- a digital carrier via an Authorised Partner and
- a special Ticket (possibly printed out in hard copy).

As well as the carrier, you will also always need to have Proof of Identity to be in possession of a valid Ticket.

The following table gives a clear overview of the specific regulations regarding the carriers:

Carrier	Personal or not? (non-anonymous or anonymous)	Maximum validity date	At what point is my Ticket active and how do I use it validly?	How long is my journey active for?
MOBIB card	non-anonymous	5 years*	scan at yellow terminal whenever you board/transfer	60 minutes + complete your ride
Contactless EMV media	anonymous	-	present to white terminal whenever you board/transfer	60 minutes + complete your ride
Electronic card	anonymous	3 years after issue date	scan at yellow terminal whenever you board/transfer	60 minutes
Text message	anonymous	-	send text message before you first board	60 minutes
Digital carrier via De Lijn account	non-anonymous	1 year (app or web)	activate your ticket before you first board	60 minutes
Digital carrier via third parties	anonymous	-	buy your ticket before you first board	60 minutes

* Still active on expired MOBIB: travel pass that started in MOBIB's validity period

Specific rules apply to each individual carrier. These rules are set out below.

2.1. MOBIB CARD

A MOBIB card is a carrier for travel passes of De Lijn and other operators, as specified in De Lijn's general travel terms and conditions of travel and these Terms and Conditions.

All travel passes are currently loaded exclusively on a MOBIB card. The possibility cannot be ruled out that other Tickets may also be loaded on the MOBIB card in the future.

Because your MOBIB card is personalised, the Personal Data on your MOBIB card must be the same as those on your Proof of Identity.

How can I purchase a MOBIB card?

If you do not have a MOBIB card and you wish to purchase a De Lijn travel pass, a MOBIB card will be provided with the new travel pass.

If you already have a MOBIB card from NMBS-SNCB, TEC or MIVB-STIB, you don't need to buy a new card. You can have your travel pass added to your existing card: visit a Lijnwinkel store the first time you do this. Once you have added a De Lijn travel pass to an existing MOBIB card, you can renew your De Lijn travel pass online.

You can carry on using an expired MOBIB card until the next renewal of your travel pass.

This also applies to the MIVB-STIB, TEC and NMBS-SNCB travel passes that are on your MOBIB card.

When you receive the next renewal proposal for a De Lijn travel pass, De Lijn will automatically provide a new MOBIB card, which must be paid for. If you wish to purchase additional products and your MOBIB card has expired, you must request a new MOBIB card. Contracts that are still running on the expired MOBIB card will be transferred. You can request a new MOBIB card here:

https://help.delijn.be/hc/en-us/requests/new?request_custom_fields_360027408632=abo-duplicaat-mobib-kaart&ticket_form_id=360000674931

How long is my MOBIB card valid for?

As a carrier, a MOBIB card has a useful life of 5 years (60 months). The date on your MOBIB card is the final date on which you can place a travel pass on your MOBIB card. This means that your MOBIB card can still be used after this date, as long as it has a current travel pass on it. You can therefore use your MOBIB card without any problems until your travel pass expires, even if the date on your MOBIB card has passed.

When you renew your travel pass, we will check whether your MOBIB card is still valid. If the renewal of your travel pass starts after the date on your MOBIB card, we will automatically charge you 5.00 (five) euros for a new MOBIB card. The new MOBIB card is also valid for 5 (five) years.

Can I cancel or renew my MOBIB card?

No, this isn't possible, because a MOBIB card is a personal carrier, not a travel pass. Cancelling a MOBIB card does not entitle you to a refund of the 5.00 (five) euro purchase price.

Can De Lijn change the use of my MOBIB card?

De Lijn reserves the right to demand the return or exchange of the MOBIB card at any time and/or to prevent its use for compelling technical reasons.

How much does a MOBIB card cost?

De Lijn charges 5.00 (five) euros to create and personalise a new MOBIB card. This charge is the same for your first card as it is for a renewal after 5 (five) years. Note that an administrative fee of €10 will be charged for the creation of a duplicate after the loss or theft of your MOBIB card.

What if my Personal Data change?

If you change your Personal Data – for example because you have moved – you should have the Personal Data on your MOBIB card updated as soon as possible. This can be done in a Lijnwinkel store or via the customer service. You can find the procedure for changing your Personal Data via the following link:

<https://help.delijn.be/hc/en-us/articles/360039675651-How-do-I-adjust-my-travel-pass-details->

Who has access to the data on my MOBIB card?

MOBIB cards and the data on the chip are the property of De Lijn. De Lijn authorises the inspection personnel of MIVB-STIB, NMBS-SNCB and TEC to access the data on the MOBIB card's chip while it is being used for travel on their network. This authorisation is also automatically granted to all Authorised Partners with whom De Lijn has into an interoperator partnership.

Do you have any questions about the MOBIB card?

You can find answers to the most frequently asked questions about the MOBIB card here:

<https://help.delijn.be/hc/en-us/sections/360007836712-My-MOBIB-card>

- 1. What should I do if I haven't received my MOBIB card?** You can find more information here: <https://help.delijn.be/hc/en-us/articles/360039271492-I-have-already-paid-my-MOBIB-card-but-haven-t-received-it-yet-What-do-I-do->
- 2. What should I do if my MOBIB card is defective/damaged?**
You can find more information here: <https://help.delijn.be/hc/en-us/articles/360039675451-What-should-I-do-if-my-MOBIB-card-does-not-scan-or-is-defective->
- 3. What should I do if my MOBIB card is lost or stolen?** You can find more information here: <https://help.delijn.be/hc/en-us/articles/360039271532-What-should-I-do-if-I-my-pass-has-been-lost-or-stolen->
- 4. What should I do if my MOBIB card is damaged?** You can find more information about this here: <https://help.delijn.be/hc/en-us/articles/360039675451-What-should-I-do-if-my-MOBIB-card-does-not-scan-or-is-defective->

2.2. CONTACTLESS EMV MEDIA

'Contactless EMV media' refers to contactless EMV bank cards (debit cards, credit cards and prepaid bank cards), smartphones or smartwatches with payment apps for contactless payment (Google Pay, Apple Pay, etc.) with a linked bank card. 'EMV' refers to the payment systems: Europay, Mastercard and Visa.

A contactless EMV medium (cEMV) may be used as a carrier for a Ticket.

How can I purchase a Ticket using a contactless EMV medium?

Hold your contactless EMV medium a maximum of 4 (four) cm from the white terminal on the vehicle as soon as you get on. If you receive a positive response from the white terminal (a green screen with a white tick and a sound signal), you have successfully purchased a Ticket. Present the same contactless EMV medium at the white terminal of any vehicle you transfer to.

For how long is a Ticket purchased using a contactless EMV medium valid?

Purchasing a Ticket using a contactless EMV medium entitles you as a Passenger to get on and off as many De Lijn buses and trams as you like (except the Limburg express lines and dial-a-buses) for 60 (sixty) minutes. A ride may be completed, even if the time limit is exceeded.

Under what conditions can I use a Ticket purchased using a contactless EMV medium?

You can only travel with your contactless EMV media if they are accepted by the white payment terminal; currently only Mastercard/Maestro and Visa/VPay are accepted.

A contactless EMV medium may only be used for one passenger. It is not possible for several people to travel together using the same contactless EMV medium. As with any Ticket, you must have the contactless EMV medium with you at all times during the journey.

De Lijn reserves the right to refuse the use of your contactless EMV medium (e.g. if your bank card has been reported as stolen).

To ensure that a passenger pays the correct price when boarding a vehicle and then transferring, the same contactless EMV medium must be used when transferring. This is because, if you board with your contactless bank card and use your smartphone with Google/Apple Pay when you transfer, for example, you will be charged twice for a single journey.

When a contactless EMV medium is used for the first time on any given day, De Lijn has permission to reserve the price for a maximum of 3 (three) single tickets on the linked current account until the payment transaction has actually been performed (Art. 75 PSD II). If a contactless debit card is used, there must be a sufficient balance in the linked bank account: at least the equivalent of the price of 3 (three) single tickets.

Whenever you board or transfer, you must hold your contactless EMV medium in front of the terminal provided for the purpose and receive a positive response from the terminal (a green screen with a white tick). You do not have to enter a PIN code. If the contactless EMV medium was not accepted, the terminal will give a negative response (a red screen with a white cross). Possible reasons for a negative response including an insufficient balance on the linked current account or a lost or stolen cEMV medium. As a Passenger, this will mean that you are not in possession of a valid Ticket; you must immediately purchase a valid Ticket using another contactless EMF medium or another carrier.

De Lijn accepts no responsibility if you fail to pay for a journey using a contactless EMV medium for any reason. In such a case, you must purchase a valid Ticket via another sales channel, for example by text message or via the De Lijn App.

How is payment taken for a Ticket purchased using a contactless EMV medium?

When the contactless cEMV medium is held in front of the white terminal, De Lijn is given permission to deduct the corresponding amount for the journey.

A white cEMV terminal accepts cEMV contactless media. A working cEMV terminal will at least display the logos of the accepted card schemes. If a white cEMV terminal is defective, a yellow field with black cogwheels is displayed. In that case, you must either use another white cEMV terminal on a tram, or purchase another valid Ticket.

At the end of a travel day (which runs from 2.30 in the morning to 2.29 am the next morning) a calculation will be made of the amount payable to De Lijn for all journeys you have made during the previous day. Payment for this will be automatically taken within a few days. It may take up to 30 (thirty) days in exceptional cases.

If payment does not take place successfully, an outstanding debt will arise. De Lijn will automatically try to settle an outstanding debt through the bank for 30 (thirty) days. You can also settle your debt via the customer contactless payment portal: <https://contactloosbetalen.delijn.be>. As long as you have an outstanding debt, you cannot use this EMV medium to travel with De Lijn.

Once the debt has been settled, the contactless EMV medium may be used again.

Can I cancel or renew a Ticket purchased using a contactless EMV medium?

No, a Ticket purchased using a contactless EMV medium is for a single use and cannot be cancelled or renewed.

Can I get a refund of the price paid for a Ticket using a contactless EMV medium?

The price of a Ticket purchased using a contactless EMV medium is never refunded.

Do you have any questions about contactless EMV media?

You can find more specific information here about buying and using Tickets via contactless EMV media via the following link: delijn.be/hc/en-us/sections/360008299652-Contactless-payment

2.3. ELECTRONIC CARD

An electronic card is a paper carrier with a chip in it. It is not reloadable and is not personalised.

How can I purchase an electronic card?

Electronic cards can be purchased in advance via ticket machines (AVMs) or via De Lijn Points of Sale. The price is the same everywhere.

How long is an electronic card valid for?

There is always a time limit associated with a journey made with an electronic card. This differs depending on the type of product. Before the time limit has expired, you may travel and transfer freely and without restriction. You may always complete your ride, even if this means that the time limit is exceeded. If you transfer within the time limit, you may also complete the ride. You may not transfer after the time limit.

The time limit is determined by the time stamp from the terminal. In the case of an electronic card, the time limit is stored on the chip.

Electronic cards have an expiry date, which is always shown on the back. When the expiry date has passed, you are unable to recover any unused Tickets issued on the carrier.

Do you want to know how many journeys are left on your card? First press the info button on the yellow terminal and then scan your card. You will then be able to see how many journeys are left on your card or how long your Ticket is still valid for. You can also use the info button on the ticket machines. Finally, you can also enter the 16 characters of your electronic card at this URL: delijn.be/en/tickets/saldochecker/ to obtain the information.

Under what conditions can I use an electronic card?

The electronic card must be scanned whenever you board a vehicle. It must also be scanned when transferring to another vehicle. If an electronic card is refused by the terminal, you must purchase another valid Ticket.

A Ticket on an electronic card will not be replaced or refunded in the event of its loss.

If your electronic card is defective, it will be replaced by De Lijn, unless it is found that a fraudulent transaction has been carried out with it, or the card has been damaged intentionally, or the ticket has been damaged in such a way that the essential data (type, balance, etc.) are illegible. Your card may also be blocked if you scan it too briefly at the yellow terminal. You can check this by entering the 16 characters of your electronic card at this URL: delijn.be/en/tickets/saldochecker/. You can then unblock your card yourself by scanning it for long enough at the yellow terminal, until you see a green tick.

Can I get a refund of the price of a Ticket purchased on an electronic card?

The price of a Ticket purchased on an electronic card is never refunded.

Can I cancel or renew a Ticket purchased on an electronic card?

No, an electronic card is for a single use and cannot be cancelled or renewed.

Do you have any questions about buying and using Tickets on electronic cards?

You can find more specific information here:

delijn.be/en/content/vervoerbewijzen/elektronische-kaart/

2.4. SMS-TICKET

If you buy a product by text (such as an sms-ticket or an sms-day ticket), the text message will serve as the carrier of your Ticket.

How can I purchase an Sms-Ticket?

A Passenger travelling on an Sms-Ticket must take the initiative of purchasing the Ticket before the start of the journey. This means that you must have received your Sms-Ticket before boarding the vehicle.

Sms-Tickets are paid for via a telecom operator connected with De Lijn. You can find the connected telecom operators here: delijn.be/en/content/vervoerbewijzen/tickets/overzicht-gsm-operatoren-sms-ticket/

To purchase a valid Sms-Ticket, the Passenger must send a text to the abbreviated number 4884. The message differs depending on the type of Ticket: for example 'DL' for an sms-ticket or 'DLD' for an sms-day ticket.

The use of uppercase and lowercase letters is allowed (e.g., 'DL', 'dl', 'Dl', etc.), as are spaces at the start, in the middle or at the end (e.g. ' DL ', 'dl', ' DL ', ...). Incorrect messages (e.g. 'DLA', 'DLL') will of course not be accepted. Sms-Tickets will not be issued for such messages. You will be notified of this by an error message sent by text message. This error message is not a valid Ticket.

As a Passenger, you must ensure that you can receive and use paid-for sms-tickets.

Sms-Tickets cannot be purchased through foreign telecom operators.

For Passengers entitled to the Sms-Tickets of a telecom operator as a result of a mobile phone subscription, the possibility of purchasing Sms-Tickets depends on the terms and conditions of business applicable to them with regard to this mobile phone subscription.

If you have sent a text message with a valid message to the abbreviated number (and you have sufficient credit), you will receive an Sms-Ticket showing the following information:

- the security code by which the Sms-Ticket is identifiable;
- the time limit of the Sms-Ticket;
- the price of the Sms-Ticket;
- any additional documents that the Passenger needs in order to be able to use the Ticket, e.g. entrance ticket for a P&R car park or event ticket;

- if applicable, additional restrictions on the right to use the Ticket, e.g. geographical region, time frame or line number.

If, for technical reasons or due to insufficient call credit, an Sms-Ticket cannot be issued, you may be notified by an error message sent by text message. This error message is not a valid Ticket.

You pay an operator fee of at least 0.15 euros for each message sent to the paying number 4884. This amount is charged even if an Sms-Ticket cannot be issued, e.g. in the event of an error message.

How long is an Sms-Ticket valid for?

An Sms-Ticket is a single-use message and is valid as a Ticket for the period specified in the text message.

Under what conditions can I use an Sms-Ticket?

You must spontaneously and clearly show your Sms-Ticket to the driver whenever you board a vehicle. This is not necessary on trams where you are also allowed or required to board at the middle or back door. If the Sms-Ticket is not fully visible on the screen of the mobile phone, the driver may ask the Passenger to make the Sms-Ticket and sender number fully visible.

The ticket inspector is authorised to ask for your mobile number when checking the Sms-Ticket. The inspector may pass on this mobile number to the Helpdesk by telephone or text message, after which the Helpdesk can use this mobile number to verify the purchase of an Sms-Ticket. At the inspector's request, the customer service may send a verification message to the mobile phone number as provided by you to verify the purchase of an Sms-Ticket.

An Sms-Ticket is always linked to the SIM card in your mobile phone and not to the mobile phone itself. This means that if you replace the SIM card during the validity period of an Sms-Ticket, the valid Sms-Ticket will also disappear.

Several people travelling together may purchase Sms-Tickets using the same mobile phone. An Sms-Ticket must be ordered in a separate text message for each Passenger. If several people travel together with several valid Sms-Tickets (one per passenger) stored on the same mobile phone, they must remain together for the entire journey. If one of them breaks his/her journey, the others must keep the mobile phone with them for the rest of the journey.

You may not pass on a received Sms-Ticket whose time limit has not yet expired by passing on your mobile phone or SIM card to another user.

Likewise, you may not forward an Sms-Ticket to another user. Both practices are regarded as fraudulent.

De Lijn is not responsible if a passenger, for whatever reason, fails to purchase an Sms-Ticket. In such a case, you will have to purchase a valid Ticket through another sales channel.

Can I get a refund of the price of an Sms-Ticket?

The price of an Sms-Ticket purchased by text message and the operator charge for the text message with which the Sms-Ticket was requested will not be refunded

Can I cancel or renew an Sms-Ticket?

An Sms-Ticket is for a single use and cannot be cancelled or renewed.

Any questions about the Sms-Ticket?

You can find more information about Sms-Tickets here: <https://help.delijn.be/hc/en-us/sections/360007939371-Tickets-and-day-passes>

2.5. DIGITAL CARRIER VIA THE DE LIJN APP OR WEBSITE

Tickets that you purchase on the De Lijn Website or in the De Lijn App are issued in your De Lijn Account and can be activated and displayed on a digital carrier, such as a smartphone, tablet or laptop. The following Tickets are currently available on digital carriers: ticket, day ticket, group ticket or 10-journey ticket. In addition, De Lijn can also offer special tickets with specific conditions on digital carriers.

How long is a Ticket on a Digital Carrier valid for?

Single tickets, day tickets and 10-journey tickets are valid for one year after purchase. Special tickets on a digital carrier may have different validity periods. More information about the prices and validity of Tickets on a Digital Carrier can be found here: delijn.be/en/Vervoerbewijzen/tickets/

How can I purchase a Ticket on a Digital Carrier?

If you wish to purchase a Ticket on a Digital Carrier, you can do so through the De Lijn App or Website.

De Lijn App:

If you wish to purchase via the De Lijn App, you must first download the app and create a De Lijn Account. You must accept De Lijn's terms and conditions of use when you install it on your smartphone or tablet. To be able to purchase a Ticket you must be connected to the Internet. This may require a modification of your agreement with your telecom operator.

De Lijn does not charge for the use of the De Lijn App.

You can find more information here:

delijn.be/en/content/reisinfo/ontdek-de-app/

De Lijn Website:

If you prefer not to install an app, you can also purchase Tickets digitally on the De Lijn website. You also need to create a De Lijn Account for this. Your De Lijn Account is called your 'De Lijn profile' on the De Lijn Website.

You can find more information here:

delijn.be/en/tickets/

delijn.be/en/abonnementen/e-sales/

After you have purchased it through the De Lijn App or De Lijn Website, your Ticket will be located in your **ticket zone**. You can find this in the De Lijn App under the 'Tickets' tab. You can find this on the De Lijn Website via 'delijn.be/mijnlijn' under Products/Tickets. You must always log in with the De Lijn Account with which you purchased the Ticket in order to be able to find the purchased Ticket in the De Lijn App or on the De Lijn Website.

Under what conditions can I use the Ticket on a Digital Carrier?

To travel validly, you must first activate the purchased Ticket in your ticket zone before boarding. You can activate your Ticket by clicking on the 'activate' button for the relevant Ticket in your ticket zone.

After activation, your valid De Lijn Ticket will contain the following information:

- The Passenger's surname and first name, if the Ticket was purchased through the De Lijn Website or De Lijn App from version 5.10.0 or higher.
- the security code (possibly in the form of a QR code) by which the Ticket is identifiable;
- the time limit of the Ticket;
- the price of the Ticket;
- if the Ticket allows several Passengers to travel together: the maximum number of Passengers who may travel simultaneously with the Ticket;
- any additional documents that the Passenger needs in order to be able to use the Ticket, e.g. entrance ticket for a P&R car park or event ticket;
- if applicable, additional restrictions on the right to use the Ticket, e.g. geographical region, time frame or line number.

If you activate your Ticket on a Digital Carrier via the De Lijn Website, you will receive a **confirmation email** at the time of activation at the email address linked to your account. This email will contain the same information as the activated Ticket on the De Lijn Website and also serves as a valid Ticket in its original and unmodified form as received by the Passenger. The confirmation email may be printed in its original and unmodified form. This email must not be forwarded to another user; it will not be accepted as a valid Ticket if it is forwarded.

You must spontaneously and clearly show your valid Ticket to the driver whenever you board a vehicle. This is not necessary on vehicles where you are also allowed to board at the middle or back door. If the Ticket is not fully visible on the screen of the mobile phone, the driver may ask the Passenger to make the Ticket fully visible. A screenshot or photo of the activated Ticket will not be accepted as a valid Ticket.

A Ticket on a Digital Carrier is linked, for inspection purposes, to the Passenger's account or mobile number. The SIM card may therefore not be replaced during the Ticket's validity period.

If the digital Ticket cannot be activated due to a technical problem, you will be informed of this via an error message in the De Lijn App or on the De Lijn Website. This error message is not a valid Ticket.

Several people travelling together may purchase several Tickets using the same digital carrier. A Ticket must be ordered for each Passenger, with the exception of the group ticket. If several people travel together with several valid Tickets (one per passenger) stored on the same smartphone or tablet, they must remain together for the entire journey. If one of them breaks his/her journey, the others must keep the digital carrier with them for the rest of the journey. If the Ticket is issued in the name of a Passenger, the Passenger concerned must be in the travel party for the entire journey.

If you are in a location where there is no reception to buy or activate a Ticket on a Digital Carrier, if you do not have enough credit to do so, or if you are unable to purchase a Ticket for any other reason, De Lijn does not

accept responsibility for this inability to purchase a Ticket. You must purchase another type of Ticket in these circumstances.

It is not permitted to pass on an activated Ticket on a Digital Carrier whose time limit has not yet expired by passing on the digital carrier to another user, or to forward a Ticket to another Passenger. Both practices are regarded as fraudulent.

Can I obtain a refund of a Ticket on a Digital Carrier?

The price of a Ticket on a Digital Carrier can never be refunded.

Can I cancel or renew a Ticket on a Digital Carrier?

A Ticket on a Digital Carrier is for a single use and cannot be cancelled or renewed.

2.6. DIGITAL CARRIER VIA THE APP OF AN AUTHORISED PARTNER OR M-SUPPLIER

Tickets that you purchase in the app of an Authorised Partner of De Lijn (the m-suppliers) are issued in this app and can be displayed on a digital carrier. You can find a list of the current m-suppliers here:

delijn.be/en/content/vervoerbewijzen/tickets/partners-m-ticket/

To purchase a Ticket, you must first download the app of the m-supplier of your choice and create an account. You must accept the m-supplier's terms and conditions of use when you install it on your smartphone or tablet. To be able to purchase a Ticket you must be connected to the Internet. This may require a modification of your agreement with your telecom operator.

Payment for the Ticket on a Digital Carrier is made via the m-supplier concerned. M-suppliers who offer products for sale do so in the name and on behalf of De Lijn.

M-suppliers are allowed to charge for downloading and/or using their app. The m-supplier is not allowed to increase the price of the Ticket on a Digital Carrier itself.

You can find full details of the terms and conditions of sale of Tickets on a Digital Carrier purchased via an m-supplier's app via the communication channels of the m-supplier concerned.

Tickets on a Digital Carrier that you have purchased via the m-supplier's app are usually activated immediately after purchase.

After activation, your valid Ticket on a Digital Carrier will contain the following information:

- the Passenger's surname and first name;
- the security code by which the Ticket on a Digital Carrier is identifiable;
- the time limit of the Ticket on a Digital Carrier;
- the price of the Ticket on a Digital Carrier.

You must spontaneously and clearly show your valid Ticket on a Digital Carrier to the driver whenever you board a vehicle. This is not necessary on vehicles where you are also allowed to board at the middle or back door. If the Ticket is not fully visible on the screen of the mobile phone, the driver may ask the Passenger to make the Ticket on a Digital Carrier fully visible. A screenshot or photo of the activated Ticket on a Digital Carrier will not be accepted as a valid Ticket.

A Ticket on a Digital Carrier is linked, for inspection purposes, to the Passenger's account and usually also to his/her mobile number. The SIM card may therefore not be replaced during the Ticket's validity period.

If the Ticket on a Digital Carrier cannot be activated due to a technical problem, you may be informed of this via an error message in the app of the Authorised Partner or on the website of the Authorised Partner. This error message is not a valid Ticket.

Several people travelling together may purchase several Tickets using the same digital carrier. A Ticket on a Digital Carrier must be ordered for each Passenger. If several people travel together with several valid Tickets on a Digital Carrier (one per passenger) stored on the same smartphone or tablet, they must remain together for the entire journey. If one of them breaks his/her journey, the others must keep the digital carrier with them for the rest of the journey. If the Ticket on a Digital Carrier is issued in the name of a Passenger, the Passenger concerned must be in the travel party for the entire journey.

If you are in a location where there is no reception to buy or activate a Ticket on a Digital Carrier, if you do not have enough credit to do so, or if you are unable to purchase a Ticket for any other reason, neither De Lijn's Authorised Partner nor De Lijn accepts responsibility for this inability to purchase a Ticket. You must purchase another type of Ticket in these circumstances.

It is not permitted to pass on a Ticket on a Digital Carrier whose time limit has not yet expired by passing on the digital carrier to another Passenger, or to forward a Ticket to another Passenger. Both practices are regarded as fraudulent.

2.7. SPECIAL TICKETS

Special Tickets are Tickets purchased via the De Lijn Website or an Authorised Partner with which De Lijn has concluded an agreement, whether or not in combination with another product or Ticket.

Special Tickets may be issued by email or on digital or paper carriers and are usually in the name of a specific Passenger.

The Special Ticket will contain the following information:

- the Passenger's surname and first name;
- a unique security code for identifying the Ticket, possibly in the form of a QR code;
- the Ticket's validity period, including start and end time;
- if the Ticket allows several Passengers to travel together: the maximum number of Passengers who may travel simultaneously with the Ticket;
- any additional documents that the Passenger needs in order to be able to use the Ticket, e.g. entrance ticket for a P&R car park or event ticket;
- if applicable, additional restrictions on the right to use the Ticket, e.g. geographical region, time frame or line number.

How long is a Special Ticket valid for?

The period of validity of a Special Ticket depends on the product in question and is shown on the Special Ticket.

Under what conditions can I use a Special Ticket?

If, for technical reasons, a Special Ticket cannot be issued, the Passenger will be notified by the De Lijn Website or by the Authorised Partner. This error message is not a valid Ticket or a reason for travelling without a valid Ticket.

De Lijn accepts no responsibility if a Passenger, for whatever reason, fails to purchase a Special Ticket. In such a case, the Passenger will have to purchase a valid Ticket through another sales channel.

Can I obtain a refund of the price of a Special Ticket?

The price of a Special Ticket purchased on paper or digital carrier or by email can never be refunded.

Can I cancel or renew a Special Ticket?

A Special Ticket is for a single use and cannot be cancelled or renewed.

3 SPECIAL RULES FOR SPECIFIC TARGET GROUPS

You may belong to a specific target group, as a result of which you are entitled to use our services at a reduced rate.

If you wish to know whether you meet the conditions to be part of a specific target group and are eligible for such a reduction, click on this link: delijn.be/en/content/vervoerbewijzen/kortingen/

You can find an overview of the contributions by municipalities or cities here:

<https://www.delijn.be/en/content/zakelijk/lokale-besturen/kortingen-steden-gemeenten/>

You can find an overview of the contributions from educational institutions here:

delijn.be/en/content/vervoerbewijzen/kortingen/tussenkomst-school/

You can find an overview of the contributions from employers here:

<https://help.delijn.be/hc/en-us/articles/4409392199185-What-is-the-minimum-amount-that-my-employer-must-contribute-in-the-costs-of-my-commute->

4 OTHER PROVISIONS

4.1. RIGHT TO CANCEL

Possibility of cancelling the purchase of Tickets on the basis of a specific ground for termination.

As a Passenger, under the conditions set out in [Title 3 \(Contracts with consumers\), Chapter 2 \(Distance contracts\) of the Code of Economic Law, you have a period of 14 \(fourteen\) calendar days](#) from the date of purchase of your Ticket you can cancel the purchase. This only applies if you purchase your Ticket online, and not if you purchase your Ticket in the Lijnwinkel store. You can find the relevant legal text here: http://www.ejustice.just.fgov.be/cgi_loi/change_lg.pl?language=nl&la=N&cn=2013122123&table_name=wet

In accordance with [Article VI.53 1° of the Code of Economic Law](#), you agree not to invoke this specific ground for termination if you have already used the Ticket at the time when you seek to exercise your right of withdrawal. De Lijn regards a Ticket as used at the time of activation of the Ticket, regardless of the type of carrier. You can find the relevant legal text here:

http://www.ejustice.just.fgov.be/cgi_loi/change_lg.pl?language=nl&la=N&cn=2013122123&table_name=wet

Provisions regarding invoking a specific ground for termination. To make use of this specific ground for termination, you can download a form from the De Lijn Website: <https://help.delijn.be/hc/en-us/articles/360039272272-How-can-I-cancel-my-online-purchase-of-my-season-ticket->. If you fail to do so within the stipulated period, you may not exercise your right to cancel your purchase on the basis of the specific ground for termination.

4.2. PRIVACY POLICY

We collect, use and publish information from or about you as described in our Privacy Policy. You can find the Privacy Policy here: delijn.be/en/content/privacy/

4.3 LIABILITY OF DE LIJN

De Lijn may only be held liable towards users (other than in connection with accidents or physical injury) in the event of intentional serious misconduct in the performance of its duties.

If this misconduct has led to a cancellation, a delay or the disruption of the user's journey, the maximum compensation that may be awarded by De Lijn, if any, is fixed at the value of one journey, and may be settled by De Lijn in kind or by payment of the equivalent amount, to the exclusion of any other direct or indirect damage. In other cases, compensation for any material damage caused by De Lijn to the user may not exceed a maximum of 150 (one hundred and fifty) euros.

Minors travel under the responsibility of their parents or responsible person. In addition, for safety reasons, children under the age of 6 (six) years may not travel alone and must be accompanied by a person of at least 12 (twelve) years of age. De Lijn declines any responsibility in this regard and reserves the right to call the police and/or social services to take care of a child under the age of 6 (six) who is found unaccompanied in vehicles or buildings of De Lijn.

4.4. INTELLECTUAL PROPERTY

All intellectual rights with regard to the carriers and contents of carriers of Tickets in the broadest sense are held exclusively by De Lijn, its suppliers or service providers.

The customer only acquires a non-exclusive and non-transferable right of use within the limitations and boundaries that variously apply per individual carrier.

4.5. ORDER OF PRIORITY

In the event of any contradiction or conflict between the provisions of these Terms and Conditions and the general travel terms and conditions of travel, the provisions of these Terms and Conditions will prevail.

4.6 APPLICABLE LAW AND RESOLUTION OF DISPUTES

These Terms and Conditions are governed exclusively by Belgian law.

In the event of a dispute in connection with these Terms and Conditions, the Passenger may contact the Flemish Ombudsman Service with a view to obtaining an amicable settlement, via the following link: vlaanderen.be/vlaamse-ombudsdienst. The advice of the Flemish Ombudsman Service is not binding.

In the absence of an amicable settlement, the courts of the judicial district of Mechelen have exclusive jurisdiction.