

Product Conditions for Randstad Noord Zone Monthly and Annual season ticket

Unlimited travel for a month or a year for a fixed price on the lines of GVB, Connexxion, EBS and Keolis (allGo) in North Holland and Almere city/district.

Who is eligible?

If you travel very often (daily) in a specific period, for example, to work or school.

Features:

Randstad Noord Zone season tickets are available at full and discounted rates. People eligible for a discount are children (aged 4 to 11), young people (aged 12 to 18) and senior citizens (65+).

- Randstad Noord Zone season tickets can only be loaded on a personal OV-chipkaart.
- The Randstad Noord Zone Monthly season ticket can be purchased via internet, from a vending machine or a GVB service point. A season ticket purchased in the webshop can be loaded on your personal OV-chipkaart at a GVB add value machine near you or in Connexxion or EBS buses.
- The Randstad Noord Zone Annual season ticket can be purchased in the GVB webshop, at a GVB service point or via the Connexxion customer service.
- Six weeks before your individual annual season ticket expires, a renewal e-mail will be sent to your e-mail address, if this is registered for your annual season ticket.
- You must always check in and check out with a Randstad Noord Zone season ticket on your personal OV-chipkaart. Failing to do so means you will be travelling without a valid ticket and may be subject to a fine.
- When checking in and checking out within the area of your season ticket's validity, no balance will be deducted from the card. However, before you start a journey, your card must have a positive balance (at least €0.00).
- When checking in and checking out outside the area of your season ticket's validity, your balance (including basic fare) or another travel product is used automatically for the distance travelled outside the valid zone.

Where can it be used and where is it valid?

The season ticket can be used on the lines of Connexxion, EBS, GVB and Keolis in the North Holland region and Almere city/district in the area of the season ticket's validity. You can choose this area of validity yourself and it depends on the selected central zone and the number of stars associated with season ticket. The Randstad Noord Zone season ticket is also valid in the EBS night network and on GVB night buses and on the majority of Connexxion night lines within the area of the season ticket's validity. In the Keolis night network, the Randstad Noord Zone season ticket is not valid. The season ticket can commence on any day of the year.

Below are the areas of validity of the Randstad Noord season ticket depending on the number of stars associated with the season ticket:

- 1 star: 1 zone (valid in the central zone only)
- 2 stars: the central zone + 1 adjacent zone in any direction
- 3 stars: the central zone + 2 adjacent zones in any direction
- 4 stars: the central zone + 3 adjacent zones in any direction
- 5 stars: the central zone + 4 adjacent zones in any direction
- 6 stars: the central zone + 5 adjacent zones in any direction

Within these zones and within the Randstad Noord season ticket's area of validity, the season ticket may only be used on GVB, Connexxion, EBS and Keolis lines.

See the zone map on the GVB, Connexxion, EBS or Keolis website.



Where can it be purchased?

The Randstad Noord Zone **Monthly** season ticket can be purchased at/via

- **Internet** via webshop.gvb.nl, via www.connexxion.nl and via webshop.keolis.nl: order and pay (iDEAL) via internet; then pick up your season ticket at an add value machine near you or in Connexxion, EBS and Keolis buses. You can find the nearest add value machine using the address finder at www.ov-chipkaart.nl.
- **Add value machines** in shops and supermarkets, such as Primera and Dirk van den Broek
- **GVB Service Points**
- **GVB Service & Tickets locations** at Stationsplein CS, Station Bijlmer ArenA, Station Zuid and Station Noord
- **Connexxion service counters:** Information and sales counters
- **EBS service counters:** Information and sales counters at Purmerend bus station (Tramplein), Edam bus station (Tamoil) and Amsterdam CS bus station (IJ side). **Note:** if you purchase a season ticket from an EBS service counter, you will be charged a supplement of €0.50.
- **Keolis service counters:** allGo service counter at Almere bus station, service counter at Amersfoort bus station.

The Randstad Noord **Annual** season ticket can be purchased at/via

- **Internet:** order and pay in the webshop on webshop.gvb.nl (in full via iDeal or instalments); then pick up your season ticket at an add value machine near you. You can find the nearest add value machine using the address finder at gvb.nl.
- **An application form** available at Connexxion.nl
- **GVB Service & Tickets locations** at Stationsplein CS, Station Bijlmer ArenA, Station Zuid and Station Noord
- **EBS service counters:** Information and sales counters at Purmerend bus station (Tramplein), Edam bus station (Tamoil) and Amsterdam CS bus station (IJ side). **Note:** if you purchase a season ticket from an EBS service counter, you will be charged a supplement of € 0.50.
- **Keolis service counters:** allGo service counter at Almere bus station, service counter at Amersfoort bus station.

Tip: With a Randstad Noord Zone Annual season ticket, you can travel for 12 months for the price of 10 months. You can pay for an annual season ticket in instalments only when you order this through our GVB webshop.

Which OV-chipkaart?

The Randstad Noord Zone season ticket is only provided to holders of a personal OV-chipkaart. We recommend you create a 'Mijn OV-chipkaart' account for your personal OV-chipkaart at www.ov-chipkaart.nl. If you also travel outside your season ticket area, we advise you to apply for automatic charging. With automatic charging, you can be assured that you always have sufficient balance to travel without the need of first going to an add value machine.

Cancellation

The order for your season ticket, will be cancelled, when you do not pick up your order at the add value machine before startdate of your season ticket. If you do pick-up your order at the add value machines, you can cancel your order until startdate of your season ticket at the GVB Service & Tickets locations or via your online MijnGVB account.

Paying for a Randstad Noord Zone Annual season ticket

You can pay for a Randstad Noord Zone Annual season ticket in instalments. In that case, you must authorise GVB during your order. You authorise GVB to collect the instalment payment automatically from your bank account (IBAN). Collection of instalment will take place around startdate of your season ticket. For example, if your season ticket starts on 8th of April, automatic collection will take place around the 8th day of every month. GVB will send each month an e-mail notification before an automatic collection. If the season ticket holder is not the account holder, the account holder must place the order in the GVB webshop and autorise GVB, to collect the instalment payment automatically from the bank account (IBAN).

To purchase at a GVB Service & Tickets location, you will need to present your personal OV-chipkaart, a valid proof of identity and your bank card. At a GVB Service & Tickets location, the total annual costs must be paid in full.

Minors/persons without legal capacity to act

If you are younger than 18 years or do not have the legal capacity to act, the order via GVB webshop must be done by your legal representative, for example, your parent or guardian. When purchasing the annual season ticket from a GVB Service & Tickets location, present your proof of identity and the proof of identity of your legal representative. This legal representative must appear in person.

Overdue payment

In the event of overdue payment (if the direct debit fails and payment is not made following a demand), your season ticket will be blocked on your OV-chipkaart without any obligation to refund or pay compensation. In the event of overdue payment, the claim with

respect to the monthly instalment can be delegated to a collection agency without your being informed. As long as a payment arrear exists, no new annual season tickets with instalment payment will be granted to the season ticket and account holder, including in situations where you have applied for a replacement card due to loss/theft. In addition to the season ticket charges, you will be liable to pay the costs related to the collection, both judicial and extrajudicial.

Changes to your personal details

You must forward any changes to your personal details as quickly as possible to the transport company from which you purchased the season ticket by going to the transport company's website or calling their customer service department. With respect to your personal OV-chipkaart, you must also inform Trans Links Systems (TLS) in Amersfoort of your changed personal details (www.ov-chipkaart.nl).

Changes to season ticket

If you wish to change the central zone or the number of stars associated with your annual season ticket, you must go to the service counter of your transport company or through your MijnGVB account on gvb.nl. Up to 3 months in the future, you can make changes to your season ticket. The last 2 months cannot be changed. Please note that in the case of a fare change, you will pay the new fare for the remaining months of your current season ticket. If the new season ticket is cheaper, you can purchase a new season ticket with the correct specifications and a refund may be paid to your bank account (IBAN).

Attention: Changes will be effective when you load the changes on the OV-chipkaart before startdate of the changes. You can do this at the add value machines. If you do not do this on time, your changes will be cancelled.

If you attain the age of 65 during the term of your season ticket, you will be entitled to a discounted rate from this age. Note: it is your responsibility to inform your transport company that you have turned 65. You must end your old season ticket and apply for a new season ticket with reduced rate. You can go to a GVB Service & Tickets location or arrange this through your online MijnGVB account.

Ending your season ticket prematurely and making changes

You can only end a Randstad Noord Zone Monthly season ticket prematurely up until the 2nd day of the season ticket's validity, provided it has not yet been used to travel. You will receive a refund for the entire month.

A Randstad Noord Zone Annual season ticket can also be ended prematurely. In that case, you must have the Randstad Noord Zone season ticket removed from your OV-chipkaart. This is only possible at the transport company where you purchased the season ticket. If you purchased your season ticket from EBS, Keolis or GVB, you can arrange this online. At a GVB Service & Tickets location or in your MijnGVB account, request for termination, then pick up the termination at an add value machine near you. If you purchased your season ticket from Connexion, you can arrange this via their customer service department.

The level of the amount to be refunded depends on the date on which your season ticket is removed from the OV-chipkaart. If you paid for the season ticket in full, the refund will be transferred to your bank account (IBAN). You will receive a refund for any whole months not yet used (the most recent two months are not included since they are free).

If you pay via direct debit, the direct debit will be stopped depending on the date on which your season ticket is removed from the OV-chipkaart. The direct debit will be stopped for the whole months not used. Example: if your season ticket commenced on the 23rd, you must have it removed from your OV-chipkaart before the 23rd, otherwise, you will be obliged to pay for another month.

Retroactive refunds are possible for annual season tickets if clear proof can be provided, such as proof of admittance to a hospital or a death certificate.

What to do in the case of the lost, stolen or defective OV-chipkaart

Loss and theft

A lost or stolen personal OV-chipkaart must always first be reported to the OV-chipkaart customer service department via telephone number 0900-0980 (usual telephone charges apply). You must also immediately apply for a replacement personal OV-chipkaart from the customer service department. The replacement personal OV-chipkaart will be sent to the season ticket holder. The OV-chipkaart customer service department will require up-to-date address details; you must submit such details in good time.

The costs for this replacement (€11) will be charged to you. You will receive the replacement OV-chipkaart within seven working days. TLS will load the same travel products on the replacement card that appeared on the stolen card (this does not apply to the Randstad Noord Zone Monthly season ticket). The balance will be refunded to your bank account (IBAN).

For a maximum of seven working days, you will be unable to use the Randstad Noord Zone Annual season ticket on your personal OV-chipkaart. While waiting for the replacement OV-chipkaart, you may load a temporary travel product free of charge on a OV-chipkaart for a maximum of two weeks via the transport company where you purchased the Randstad Noord Zone season ticket. At Keolis, you can be reimbursed for the period in which you could not use your Annual season ticket. In the case of GVB, you will need

to go to a GVB Service & Tickets location with another OV-chipkaart and proof of identity. This arrangement does not apply to Randstad Noord Zone Monthly season tickets. Travelling by any other means is not reimbursed by the transport companies.

Defective OV-chipkaart

If your personal OV-chipkaart no longer works, first check that you have a balance of at least €0.00 on your card. If your card still does not work and is therefore defective, you will need to apply for a replacement OV-chipkaart via ov-chipkaart.nl. The costs of this replacement card (€11) will be charged to you unless it is established that the card became defective through no fault of your own. The delivery time of a replacement card is a maximum of seven working days from the time you apply for the replacement OV-chipkaart. The same travel products that appeared on the defective card will be loaded on the replacement card. The balance will be refunded to your bank account (IBAN).

For a maximum of seven working days, you will be unable to use the Randstad Noord Zone season ticket on your personal OV-chipkaart. While waiting for the replacement OV-chipkaart, you may load a temporary travel product free of charge on a OV-chipkaart for a maximum of two weeks via the transport company where you purchased the Randstad Noord season ticket. At Keolis, you can be reimbursed for the period in which you could not use your Annual season ticket. In the case of GVB, you will need to go to a GVB Service & Tickets location with another OV-chipkaart and proof of identity. Travelling by any other means is not reimbursed by the transport companies.

Privacy

Personal details are received, when you apply for a OV-chipkaart, travel product of a transport company and when you travel. Among other reasons, these details are necessary to perform the travel agreement concluded with you to enable use of our public transport and receive other services. The personal OV-chipkaart is purchased from Trans Link Systems (TLS). TLS is responsible for processing your personal details required for your card, including termination of the card and blocking the card in the case of loss or theft. The Randstad Noord Zone season ticket is purchased from the transport company itself. The transport company is responsible for processing your personal details in connection with your season ticket and your travel details. The privacy policy of the transport company applies to the processing of your personal details by the transport company. This privacy policy is available on the transport company's website (en.gvb.nl/privacy-verklaring) or can be requested by calling the transport company's customer service department.

Transport conditions

The General Conditions of Public City and District Transport apply to the extent they do not deviate from the rules set out above with respect to the Randstad Noord Zone season tickets. You can view these transport conditions at gvb.nl/conditions or request them from the GVB customer service department on telephone number 0900 - 80 11 (usual call charges)

Transport company contact details

- **GVB** Customer Service: 0900 8011 (usual call charges) - gvb.nl
- **Connexxion** Customer Service: 0900 - 266 63 99 (usual call charges) - connexxion.nl
- **EBS** Customer Service: 0800 0327 (0800 0 EBS) - www.ebs-ov.nl
- **Keolis** Customer Service: 088 - 033 13 60 (local rate), keolis.nl
- **allGo** customer service department: 085 2080 290 (local rate), allgobus.nl or keolis.nl

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