

Product Conditions for the Network Monthly and Annual season ticket

Unlimited travel on buses, trams and metros throughout the Netherlands for a month or a year

Who is eligible?

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

Features:

- The Network 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+).
- The Network season tickets can only be loaded on a personal OV-chipkaart.
- The Network Monthly season ticket can be purchased via internet at Connexxion, from a vending machine or the transport company. 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 Network 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 Network 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.
- However, before starting a journey, your card must have a positive balance (at least € 0.00).

Where can it be used and where is it valid?

- It can be used on all bus, tram and metro lines in the Netherlands, in Qliners, Brabantliners, Interliner (Connexxion), Servicebussen (Qbuzz) and Parkshuttles (Connexxion).
- It is also valid in the majority of community buses, except the community buses without OV-chipkaart equipment, Qbuzz community buses in South-east Friesland and Connexxion community buses in the concessions Amstelland/Meerlanden, Zaanstreek and Utrecht.
- Not valid on night lines, except those of EBS, GVB and Connexxion in Amstelland/Meerlanden and Zaanstreek.
- Not valid for taxi services, water buses, event transport, cross-border transport, Arriva/Qbuzz 'opstapper' taxi buses and Dutch Railways (NS).

The season ticket can commence on any day of the year.

Where can it be purchased?

The Network **Monthly** season ticket can be purchased at/via

- **Internet:** via www.connexxion.nl: order and pay via internet (iDEAL); then pick up your season ticket at an add value machine near you or in Connexxion and EBS buses. You can find the nearest add value machine using the address finder at gvb.nl.
- **GVB Service Points**
- **GVB Service & Tickets locations** at Stationsplein CS, Station Bijlmer ArenA, Station Zuid and Station Noord

The Network **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 or in Connexxion and EBS buses. You can find the nearest add value machine using the address finder at gvb.nl.
- **GVB Service & Tickets locations** at Stationsplein CS, Station Bijlmer ArenA, Station Zuid and Station Noord

Tip: With a Network 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 Network season ticket is exclusively 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.

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 location or via your online MijnGVB account.

Paying for a Network Annual season ticket

You can pay for a Network 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 arrears 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 GVB via the website or by calling the GVB customer service department. With respect to your personal OV-chipkaart, you must also inform the OV-chipkaart customer service department of your changed personal details (www.ov-chipkaart.nl).

Premature termination

A Network Monthly season ticket may not be terminated prematurely. You may, however, terminate a Network Annual season ticket prematurely. In that case, you must have this travel product blocked on your OV-chipkaart. To block the product, request for termination at a GVB Service & Tickets location or online via MijnGVB account, then pick up the termination at an add value machine near you.

The level of the amount to be refunded in connection with the Network Annual season ticket 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 last 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.

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 GVB 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.

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

Loss and theft

If your personal OV-chipkaart has been lost or stolen, you must have your old card blocked by the OV-chipkaart customer service department in order to prevent further misuse and loss. At the same time, you should apply for a replacement OV-chipkaart. You can

arrange this via www.ov-chipkaart.nl (Mijn OV-chipkaart account) or by telephone (0900-0980; the usual call charges apply). The costs for this replacement card (€11) will be charged to you. 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 replacement personal OV-chipkaart will be sent to the season ticket holder. The OV-chipkaart customer service department will require current address details; you must submit such details in good time. The same travel products that appeared on the lost or stolen card will be loaded on the replacement card. The balance will be transferred to your bank account (IBAN).

For a maximum of seven working days, you will be unable to use the Network season ticket on your personal OV-chipkaart. If you have a Network Annual season ticket, you can use a Service season ticket for a maximum of two weeks. To acquire this season ticket, 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 Network Monthly season tickets. Travelling by any other means is not reimbursed by GVB.

Defective OV-chipkaart

If your personal OV-chipkaart is defective, you must 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 two weeks, you will be unable to use the Network season ticket on your personal OV-chipkaart. You can use a Service season ticket for a maximum of two weeks. To acquire this season ticket, 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 GVB.

Privacy

Personal details are received, when you apply for a OV-chipkaart, a 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 sourced from card issuer 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 Network season ticket is purchased by 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 Network 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) available on Monday - Saturday from 7.30 - 20.00 hrs.

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