

Terms and conditions for GVB North Sea Canal ferries' travel products

The following terms and conditions apply to all GVB North Sea Canal connections F20 Zaandam - Amsterdam Westpoort, F21 Assendelft - Spaarndam and F22 Velsen-Noord - Velsen-Zuid.

Ferry users with a motorised vehicle must pay for the crossing:

- car/motorcycle (including trailer)
- lorry/bus (including trailer)

Pedestrians, moped users and slow traffic (agricultural vehicles, microcars and disability vehicles) may travel by North Sea Canal ferries free of charge.

Single crossing and 14-trips ticket

The single crossing and 14-trips ticket is valid on all GVB North Sea Canal ferry connections:

- F20 Zaandam - Amsterdam Westpoort
- F21 Assendelft - Spaarndam
- F22 Velsen-Noord - Velsen-Zuid

Terms and conditions:

- North Sea Canal travel products are only available at full price.
- A single crossing on a North Sea Canal ferry is only valid for one single trip between the boarding and alighting stops. To make a return trip, an additional single crossing must be purchased.
- If you purchase a single crossing, you will not receive a ticket. Your bank statement is your proof of purchase. If you need a ticket, please ask the ferry conductor when purchasing your single crossing.
- The North Sea Canal ferry 14-trips ticket is valid for fourteen single trips between the boarding and alighting stops.
- The 14-trips ticket is a paper public transport card. The ticket is punched for each individual crossing.
- The travel products for the GVB North Sea Canal connections cannot be loaded onto an OV-chipkaart.
- Other tickets and OV-chipkaart travel products are not valid on North Sea Canal ferries.

Where can these be purchased?

The single crossing and the 14-trips car/motorcycle ticket are available from the ferry conductor on board the GVB North Sea Canal connections. Payments may only be made by PIN or credit card.

The 14-trips lorry/bus ticket can only be ordered from GVB Veren. Send an e-mail to debiteuren-veren@gvb.nl

Monthly and annual season ticket

The monthly and annual season ticket is valid on all GVB North Sea Canal connections and can be used for a fixed sum for unlimited travel between:

- F20 Zaandam - Amsterdam Westpoort
- F21 Assendelft - Spaarndam
- F22 Velsen-Noord - Velsen-Zuid

Terms and conditions

- North Sea Canal ferries monthly and annual season tickets are only available at full price.
- Monthly and annual season tickets are supplied in the form of a sticker. The sticker for a monthly season ticket is punched in advance for the month in question. You will receive a new sticker for each month. The sticker will be sent to you by post.
- Monthly passes do not take effect until the 1st of the month. No monthly card can be requested for the current month.
- Placement of the sticker: to enable the checking process to run as smoothly as possible, it is important that the sticker is easily visible to the ferry conductor. We therefore ask you to attach the sticker to the left-hand side of the front windscreen on the inside of your vehicle. If you don't wish to affix the sticker to the window, you may request a free sticker holder from a member of staff of the ferry in question.
- North Sea Canal ferries monthly and annual season tickets are valid up to and including the date stated on the sticker.
- The travel products for the GVB North Sea Canal connections cannot be loaded onto an OV-chipkaart.
- Other tickets and OV-chipkaart travel products are not valid on North Sea Canal ferries.

Where can these be purchased?

The monthly and annual season tickets can only be ordered from GVB Veren. [Please find the application form here](#) (Dutch only) Complete this form and e-mail it to debiteuren-veren@gvb.nl or send it prepaid to the following postal address: GVB, f.a.o. GVB Veren Season Ticket Administration, Aambeeldstraat 8, 1021 KB Amsterdam.

Early termination

Monthly season tickets are subject to a one-month notice period. Annual season tickets may be cancelled on a monthly basis. Please complete the [change request form](#) (Dutch only) for this purpose.

Data protection

GVB is the data controller for data protection as referred to in the General Data Protection Regulation (GDPR). When you apply for a monthly or annual season ticket, we obtain your personal data. This data is necessary in order to execute the agreement concluded with you. GVB processes your personal data in accordance with the GDPR. For more information, see the [privacy statement on our website \[www.gvb.nl\]\(http://www.gvb.nl\)](#) or contact GVB's Customer service department.

GVB's contact details

GVB Customer service department 0900 80 11 (usual call charges apply) www.gvb.nl