

Extra facilities

NS passengers can gain easy access to various facilities and benefit from additional services.

Your online 'Mijn NS' account

If you would like to have access to the information on your OV-chipkaart, wherever you are, a 'Mijn NS account' lets you sort out your NS travel arrangements online.

This account lets you:

- see the journeys you have already taken with NS, as well as an overview of your travel expenses
- request a refund if you have forgotten to check in or check out
- request a refund in the event of a delay
- view and change your season ticket or add a second season ticket for a family member at a discount
- change the travel class for your season ticket

Create your own 'Mijn NS' account at ns.nl/mijnns.

NS Extra

NS Extra lets you benefit from exclusive promotions, free extras and our check-out alert feature. All you need is a personal OV-chipkaart. Register for free at ns.nl/nsextra.

Refund on an expired OV-chipkaart

You can get a refund of the balance on your old OV-chipkaart. If your anonymous or personal OV-chipkaart has expired, you can claim a refund at jouwgeldtelt.nl.