

Rules for travel

Every day, more than one million people travel on NS trains. In order to make the journey as pleasant as possible for you and your fellow passengers, there are a few simple rules that apply on the train.

Zones in the Intercity

Whether you would like to have a nice chat with your travel companions, or would rather just read your book in peace, there is a special place on the train for every type of traveller. These zones are:

- quiet zones: zones that are genuinely silent – talking and making phone calls is not allowed
- work and quiet zones: these are intended for passengers who want to get some rest, read, work or talk quietly
- meet & greet zones: the areas where you are free to chat with friends or make phone calls

Luggage, strollers and bicycles

Place baggage in the racks above the seats or under your own seat. There are also

special luggage racks for suitcases in a number of the new Intercity trains. These can be found in the passenger compartments. This will keep the aisles and chairs free for other passengers. Other rules apply to international travel and travel on the Intercity Direct trains.

If you have an Off-peak Bicycle ticket, you can take your bicycle with you during off-peak hours and stow it in the specially designated areas, if there is room there. The chief guard decides in all cases whether bicycles can be taken on board. You must take all other baggage with you to your seat, including your saddlebags. Collapsed folding bicycles may always travel with you free of charge, even during peak periods. In other words, there are certain rules that



Quiet zone:
found at various points on Intercity trains.



Work and quiet zone:
available on a number of Intercity trains at various points near the silent zones.



Meet & greet zone:
available at various points on a number of Intercity trains.



apply to taking a bicycle with you, so it's a good idea to check them out on ns.nl/fiets before your journey.

Strollers and pushchairs are permitted at all times. This applies to Intercity direct trains too, as long as they are no bigger than 120 x 90 cm.

For more information, please go to ns.nl/houserulestrain.

Departures

Safe and calm boarding procedures are important for ensuring you and your fellow passengers have a comfortable journey. Even though the doors may sometimes still seem to be open, once the whistle is blown, the train doors will close and this is why boarding is not safe (or permitted) after this point.

Sometimes it can be very crowded on the platforms. We would like to give you some tips for these situations. Spreading out along the platform will make it easier for you to board.

It is often less crowded at the areas near the front and back of the train, for example. Giving people room to get off the train means it will be emptied first this will make enough room for the people who want to board. If you want to know if it's going to be busy on your train, try out the useful option in the NS app, such as the crowding indicator and the 'Seat Searcher'.

Keeping the area clean

Everyone prefers to travel on a clean train. This is why we are always happy when you leave the train tidy for the travellers boarding after you. Please dispose of your waste in the waste bins on the train or platform.

Smoking

As is the case with many public places, smoking is only permitted in the designated smoking areas, and outdoors on platforms without a canopy. Smoking is not permitted anywhere on domestic or international trains. This also applies to electric cigarettes.