

Assistance at the station

To ensure that your journey goes as smoothly and safely as possible, our employees are on hand to help whenever you need assistance.

Our employees

If you have questions or need more information, you can get in touch with our Customer Service whenever and wherever necessary. You can ask anyone who is recognisable as an NS employee for assistance at the station or on the train.

Employees who can provide you with information and help you choose and buy your tickets are available at the following locations:

- OV Service & Tickets shops. For questions about any type of public transport, buying domestic or international train tickets, and up-to-date journey information.
- The information desk. These are usually located in the station hall so you can get immediate help with questions about your journey.
- The NS Service Pole. You can get assistance by phone from these posts that are located at gates and on the platforms at unmanned stations. Use the blue button for travel recommendations, information about types of tickets, or for reporting lost or found objects. The NS Service Pole has an SOS button for emergencies such as a dangerous situation or an accident.

Renting a luggage locker

Luggage lockers are available at about 26 major stations where you can easily and safely leave your belongings. More information about this can be found on ns.nl/bagagekluis.

Safety

Safety at and around stations is extremely important to us, not only for our employees but also so that you can enjoy a safe, stress-free journey. That is why our specially trained Safety & Service employees monitor security at the station and aboard the train.

We also use CCTV at stations, gates to keep fare dodgers out, and we perform regular safety and security checks on trains and at stations. These checks are always carried out in conjunction with municipalities, the police and other transport companies.

If you don't feel safe, please don't hesitate to approach an NS employee about your concerns. If you can't find an NS employee at the station, contact the NS Safety Centre using the SOS button on the Service Pole.

Travelling with a disability

NS wants passengers with disabilities to have the same travel options as everyone else. We keep our trains, resources, websites and services accessible. This means retractable entrance steps to help people get on and off independently, for instance, or assistance getting on and off or getting

about the station, journey information in the NS app and a hearing aid loop in the OV Service & Tickets shop. All the information about facilities for passengers with functional disabilities can be found at ns.nl/functiebeperking.

