

# Checking out

At the end of your journey with NS, you always have to check out again at a pole or gate, the same way you checked in. You will hear two beeps when you check out. Usually, the screen will show you the costs for your journey. If applicable, it will also show you the remaining balance on your OV-chipkaart.

## Forgot to check out?

It can happen to anyone. And it's usually easy to fix. If you have NS Flex or an NS-Business Card, we'll often correct it for you automatically. Read how at [ns.nl/forgotten-checkout](https://www.ns.nl/forgotten-checkout).

We cannot calculate the exact fare for your journey unless you check out. This is why we always charge a standard amount that is deducted from your OV-chipkaart. That amount is € 10 if you have a traditional NS season ticket or € 20 otherwise. The amount we deduct can therefore be more than the actual fare for your journey. You can request a refund for this difference. You can do this

starting 24 hours after the time you checked in; by that time we know your travel details.

## How to request a refund:

- Online via Mijn NS.
- Via [uitcheckgemist.nl](https://uitcheckgemist.nl).

## NS Extra with checkout alert service

Sign up for free at [ns.nl/en/nsextra](https://ns.nl/en/nsextra). If you forget to check out, you will automatically receive an e-mail informing you how to correct the oversight.

