

Delay? Request a refund!

With a busy railway network like the one in the Netherlands, it is unfortunately possible that your train (and you) will be delayed.

This is why we think it is only fair for you to be able to request a refund if your arrival at your destination station is delayed by 30 minutes or more. This also applies to all our extra tickets such as Railrunner. The condition for this is that you take the optimum travel route as indicated in the NS Journey Planner or the NS app, without travelling via another specific station. The exact amount you will be refunded depends on the ultimate length of the delay (between 30 and 60 minutes, or 60 minutes or more) and your ticket. Read more about this on ns.nl/refundsfordelays.

How to request a refund

There are two ways you can request a refund:

- Via Mijn NS or Mijn NS Zakelijk. Log in and navigate to 'transactieoverzicht' (transaction history). Click the journey for which you are requesting the refund. Follow the steps on your screen.
- Using the 'Geld terug bij vertraging' (Refunds for delays) form.
You can find more information online at ns.nl/refundsfordelays.

Lost something?

It can happen to anyone – you leave something behind or lose it on the train or at the station. Check with the OV Service & Tickets shops or ask one of our employees where to report this.

We keep lost-and-found items at the station for up to five days. After that, we send them to the Central Lost Property Office (Centraal Bureau Gevonden Goed) where they are kept for three months. If you have lost something on the train or at the station, fill in the 'Lost item return request' form at ns.nl/lostandfound.

If you have found property belonging to someone else, please hand it in to an NS employee or at one of the OV Service & Tickets shops. We will do our very best to return the item to its rightful owner.

Lost or stolen OV-chipkaart?

What should you do if your personal OV-chipkaart with a season ticket gets lost or stolen? Fortunately, it's easy to block your card quickly to prevent misuse. Read more about what to do in the event of loss or theft at ns.nl/customer-service. As soon as you realise you no longer have your card or if you know it has been stolen or lost, please call the OV-chipkaart Customer Service line on 0900–0980 (€ 0.50 per call, within the Netherlands).

How can we help?

We are happy to help by answering any questions you have and by making your journey as easy and pleasant as possible. For more information, please feel free to contact us in any of the following ways.

NS-app

Plan your whole journey, receive information about your journey and more in the NS-app.

NS website

You will find all the information you need about NS, our products and special offers on **ns.nl**. You can also contact NS Customer Service via **ns.nl/customer-service**.

NS Community

Ask questions, participate in discussions and answer other people's questions at **ns.nl/community**.

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