

# Preparation

There are a few preparations you can make in advance to ensure a stress-free journey. It means you'll know exactly what to expect once you arrive at the station.

## Planning your journey

In the NS Journey Planner, you can easily find out which train will take you to your destination and when it will depart. This NS Journey Planner is available directly from [ns.nl](https://www.ns.nl) or on your smartphone or tablet once you have downloaded the free NS app.

The NS Journey Planner lets you:

- plan your journey
- look up journey information as you go
- view the price of your journey and buy your e-ticket

You can also save your planned trip in the NS app and receive alerts about your journey. In addition, the app provides information about the facilities at the stations, such as whether public transport bicycles or luggage lockers are available. Greenwheels car hire and NS Zonetaxi locations can be displayed as well. You can see live when your train or bus is about to arrive and where to board the train if you want the best chance of finding a seat. Even when engineering work has been scheduled along your route, the travel advice updates in the NS Journey Planner will help you reach your destination.

## Journey information at the station

The digital screens at the station display up-to-date journey information up to 30 minutes in advance. Disruptions and engineering work are also announced via the PA system. The yellow information panels at the station and/or on the platforms give an overview of all departing trains.

For international trains, there are digital signs on the platform showing the actual train configurations so that you can easily find your reserved seat.

## Finding your way at the station

To make it as easy as possible for you to find your way at the station, we have made station maps available online at [ns.nl/stationsinformatie](https://www.ns.nl/stationsinformatie). This will help you find the best way to change trains, as well as showing you where to find shops and facilities. You can find station maps and an overview of station facilities in the NS app as well: select the 'Departures' menu, then choose 'Facilities' or 'Map'.

## Buying tickets online

You can view and often also purchase our products online and in the NS-app. For season tickets, please go to [ns.nl/season-tickets](https://ns.nl/season-tickets). For individual tickets and special tickets, go to [ns.nl/products](https://ns.nl/products). You can also buy these tickets at ticket machines at the stations.

## Buying an OV-chipkaart

You can also travel with NS using a public transport smartcard called an OV-chipkaart. You have the option of buying a personal or an anonymous OV-chipkaart.

The table below shows you what an OV-chipkaart costs, where you can order or buy one, and what the differences are between a personal and an anonymous OV-chipkaart.

### The single-use smartcard: a handy alternative

If you don't really travel by train very often, a single-use smartcard or an online ticket is the ideal solution for you. For more information, please go to [ns.nl/products](https://ns.nl/products) or see page 14.

	Personal OV-chipkaart	Anonymous OV-chipkaart
Personal	Yes	No
Can it be blocked when lost or stolen?	Yes, after 24 hours	No, cannot be blocked
Balance refunded after loss or theft?	Yes	No
Option for automatic balance top-up	Yes	No
Travel data can be viewed in Mijn NS	Yes	No
Suitable for NS and other public transport Season Tickets	Yes	No
Suitable for NS flex	Yes	No
Order processing time	7 working days	Available immediately from NS ticket machines with the OV-chipkaart logo or other points of sale
Recommended price OV-chipkaart	€ 7.50 or free with an NS-Season Ticket	€ 7.50



A personal OV-chipkaart is free of charge when you buy an NS season ticket, which you can order at [ns.nl/season-tickets](https://www.ns.nl/season-tickets).

If you would like either a personal OV-chipkaart without a season ticket or an anonymous OV-chipkaart, you can order one at [ov-chipkaart.nl](https://www.ov-chipkaart.nl) or pick up a paper request form from the OV Service & Tickets shops at the larger stations. You can also

buy an anonymous OV-chipkaart from a ticket machine at the station. These cards cost a one-time sum of € 7.50. When you purchase an anonymous OV-chipkaart from NS, it will already have been activated and you can travel second class with NS right away. Remember to top up the balance on your OV-chipkaart first. Read more about it on page 23 or go to [ns.nl/en/ov-chipkaart](https://www.ns.nl/en/ov-chipkaart).