

Travelling with the OV-chipkaart

Information on the OV-chipkaart

Where can I request further information?

OV-chipkaart customer service:

- Via Internet: www.ov-chipkaart.nl
This website includes short films that show how the OV-chipkaart is used, where you can travel using the OV-chipkaart and where the strippenkaart is no longer used.
- Telephone: 0900-0980 (€ 0.10 p.m.)

Public transport companies

- Via the websites and customer service desks.

9292 Travel information

- Via Internet: www.9292ov.nl
- Telephone: 0900-9292 (€ 0.70 p.m.)

Note:

The content of this folder has been compiled with the utmost care. The information contained in this folder may, nevertheless, change without further notice.

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A single card for the public transport in the Netherlands

The OV-chipkaart will soon be the only valid public transport ticket for the entire Dutch public transport system. For the tram, train, bus or metro. This folder provides information on how to use the OV-chipkaart.

Four steps

Four steps are important when travelling using the OV-chipkaart:

Step 1: Select your OV-chipkaart.

Step 2: Top up your OV-chipkaart.

Step 3: Check in when boarding.

Step 4: Check out when exiting.

Every NS (Netherlands Railways) season ticket holder already has an OV-chipkaart

You might not be aware you already have an OV-chipkaart. Your NS season ticket (for example, your off-peak discount pass 'voordeelurenkaart') can also be used as an OV-chipkaart.

The OV-chipkaart logo is included on the smart card to indicate this. You can top up any smart card with the OV-chipkaart logo. Of course, only at locations where the OV-chipkaart has already been registered in the company system.



Step 1: Select your OV-chipkaart

Two types of cards are available: a personal OV-chipkaart and an anonymous OV-chipkaart. The personal OV-chipkaart will give you the most benefits. The anonymous OV-chipkaart is a good choice if you do not travel often. The features of both card types are provided below. You determine which type of OV-chipkaart best suits your needs. A few of the public transport companies will still offer separate disposable tickets, for example, on the buses or trams. In general this option is more expensive.

	Personal OV-chipkaart	Anonymous OV-chipkaart
OV-chipkaart with name, date of birth and passport picture	✓	
Age-based discounts	✓	
Can be topped up automatically to ensure there is always sufficient balance on the OV-chipkaart	✓	
Can be topped up (an amount in euros to be spent on public transport travel)	✓	✓
Can be topped up at vending machines and through the Internet	✓	✓
Personal season ticket can be included	✓	
You can check your e-purse balance and journeys at vending machines or at the public transport service desks	✓	✓
You can check your e-purse balance and journeys through the Internet	✓	
Can be blocked in case of loss or theft	✓	
The OV-chipkaart is sent to your home (when applied for at a public transport company or via www.ov-chipkaart.nl)	✓	
OV-chipkaart available at public transport company service desks and points of sale. You receive the OV-chipkaart immediately.		✓
Can be used by multiple individuals (but not at the same time)		✓
Validity	5 years	4 - 5 years

Step 2: Topping up your OV-chipkaart

The e-purse balance on an OV-chipkaart has to be topped up before it can be used to pay for public transport travel. **You can top up as follows:**

- E-purse balance. The e-purse balance can be used to travel anywhere in The Netherlands where the OV-chipkaart has been implemented.
- A 'travel product'. A travel product can, for example, be a season ticket which is valid exclusively for a specific route.



Are you using the OV-chipkaart to travel by train for the first time? In order to do so you should first activate the 'Reizen op saldo' on the OV-chipkaart. This is only required once. More information is provided elsewhere in this folder. The OV-chipkaart can be topped up in various ways:

Automatic reloading

You can automatically top up the balance on a personal OV-chipkaart. As soon as the balance is under € 5,00 the amount (you have set) will be transferred from your bank account to your personal OV-chipkaart. This ensures the balance is never insufficient to travel. You can apply for automatic reloading via www.ov-chipkaart.nl or using a form (available at the public transport company service desks or to be downloaded from www.ov-chipkaart.nl).

Make sure your automatic top-up amount is at least equal to the NS boarding rate to use the OV-chipkaart to travel with the NS. You can also add a sufficient amount to the e-purse balance manually (for every journey).

Reloading through the Internet

You can top up the e-purse balance, add a travel product or activate the automatic reloading option for your OV-chipkaart via the web shop at www.ov-chipkaart.nl. Next, you pick up the ordered items at one of the pick up devices. Go to www.ov-chipkaart.nl to select a location near your home.

Reloading at a vending machine

Hundreds of vending machines are distributed throughout the country. These can be used to top up the e-purse balance of your OV-chipkaart. At train stations, in some buses and, for example, at some supermarkets and tobacconists. Go to www.ov-chipkaart.nl to select a location near your home.

Reloading at a service desk

The e-purse balance of your OV-chipkaart can also be topped up at selected service desks.

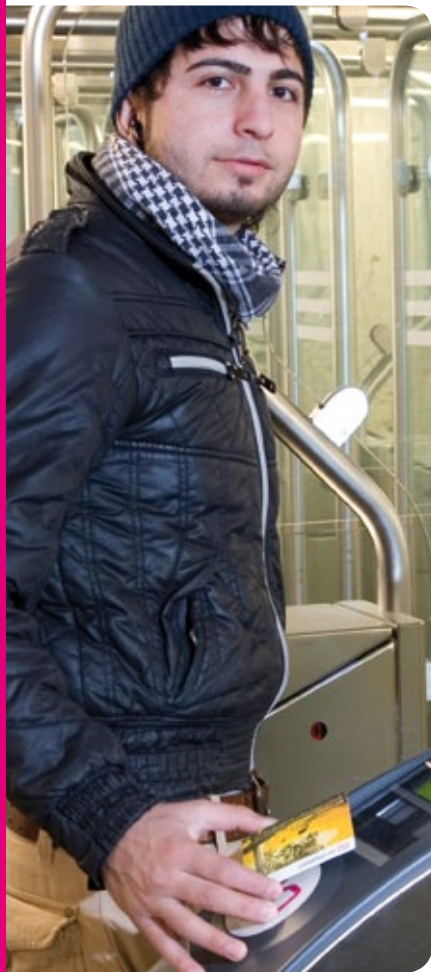


Step 3: Check in

You should always check in and out when travelling using the OV-chipkaart. The system registers where you board and where you exit and determines the cost of the journey.

Check-in as follows:

- Hold the OV-chipkaart in front of the OV-chipkaart logo (the hand with a card) on the smart card reader.
- You will hear a beep and the green indicator will light up.
- The display shows a text such as: Goede reis (Have a nice journey!).
- If you check in at an access gate, the gate will open.



Are you travelling with others? Every passenger requires their own OV-chipkaart. If you are travelling with children and you are passing through access gates, the children will have to pass through the gates one by one. A wider gate will always have been installed near standard access gates. Make sure you do not hold the card in front of the reader twice because you will not only be checking in but also checking out. If an inspector checks the tickets and you are not checked in you will be fined!

What happens when you check in?

Your OV-chipkaart is checked when you check in. If your card includes a valid travel product, it is used for the journey. If not, you will pay for the journey with the e-purse balance on the OV-chipkaart. The boarding rate will be temporarily deducted from the OV-chipkaart balance. The journey costs are settled against this boarding rate when you exit the transport modality you have used. You cannot travel if the balance is a negative amount. You need to top up the e-purse balance of the OV-chipkaart before you can travel using the card.

Step 4: Check-out

At your destination you check out when you exit the transport modality you have used. Even when you transfer from one modality to another you need to check out. You will again check in when you use the next transport modality. Follow the same procedure to check out as you did to check in. Note: If you change from one NS train to another NS train you do not have to check out and check in again.

What happens when you check out?

The smart card reader determines whether you travelled using a travel product or using the balance on the OV-chipkaart. If you travel using the e-purse balance on the OV-chipkaart the smart card reader will show the cost of your journey. The boarding rate minus your travel costs is paid back on to your OV-chipkaart. Do not forget to check out! If you do not check out, the system cannot reimburse part of the boarding rate.

The costs of your journey

Travelling with the OV-chipkaart is, on average, not more expensive. The costs are calculated differently. You pay for the kilometres you actually travel and not per zone. The amount the passenger pays consists of the following*:

- A basic rate. If you transfer to another public transport modality within 35 minutes after checking in you do not pay the basic rate again.
- You also pay an amount per kilometre. The rate per kilometre differs per region. The regional authorities determine the rate for their own regions.
- Children from the age of 4 through to 11 and senior citizens who are older than 65 travel at a discount rate (as before). The discount is only applied when travelling using a personal OV-chipkaart.

* The NS train rates are calculated differently, based on rate units.



Frequently asked questions

Where can I use the OV-chipkaart?

Go to www.ov-chipkaart.nl or www.9292ov.nl to read the current information on where you can travel using the OV-chipkaart. These sites also indicate in which regions the OV-chipkaart is the only valid public transport ticket, that is to say, where the previous system, the strippenkaart (i.e. the previous bus and tram card) is no longer valid. You can also visit a public transport company service desk for further information.

Where can I check out?

You can check in and out at the smart card readers. The smart card readers are located at the doors of a bus or tram. Gates are used in many train stations to limit access. The smart card reader is located on the right column of the gate. Train stations without gates have separate smart card readers.

How do the gates work?

The gates have a built-in sensor which ensures that the gates remain open as long as required for the individual to pass. The gates close when there is no more movement near the gate. The gates open automatically in case of an emergency.

What should I do when I realise I forgot to check out?

Did you forget to check out? Please go to the website of the transport company you used for your journey or contact the customer service department of that company.

How can I see what the journey has cost?

The journey costs and the remaining balance are displayed on the smart card reader display when you check out. Do you have a personal OV-chipkaart? You can also check your costs and balance at www.ov-chipkaart.nl. Log on with your details. The costs are displayed at Mijn OV-chipkaart (My OV-chipkaart). You can also visit the www.9292ov.nl website to obtain this information.

Do I have to pay an additional amount in case of an unexpected deviation?

No, you only pay for the standard journey in case of an unexpected deviation.

What should I do if I realise I lost my OV-chipkaart?

A personal OV-chipkaart can be blocked when lost or stolen. An anonymous OV-chipkaart cannot be blocked. Always report the loss or theft of your personal OV-chipkaart. You can report it at www.ov-chipkaart.nl if you have a Mijn OV-chipkaart account. Contact OV-chipkaart customer service on telephone number 0900-0980 (€ 0.10 p.m.). Your OV-chipkaart will be blocked as of the next day. You will also be informed on how to apply for a replacement OV-chipkaart.

I have more than one OV-chipkaart. How do I use them?

Do you have more than one OV-chipkaart with you? Hold only the OV-chipkaart with which you would like to pay for the journey in front of the reader.

What about my right to privacy?

Your data is processed with due care and attention. The public transport companies observe the requirements of the Dutch Personal Data Protection Act. Visit the public transport company websites or www.ov-chipkaart.nl for more information.

What should I do when the validity of my OV-chipkaart has expired?

Spend the balance on your card and buy a new OV-chipkaart before the expiry date.

How will I be affected should the card be abused in any way?

Fraud is a criminal offence. Various security measures have been implemented to prevent fraud with the OV-chipkaart. In case of fraud, the system is usually able to detect this quickly or it is detected when the travel modality you are using is inspected. In case of actual misuse or fraud which is not quickly detected, the passenger will not be negatively affected.





What are the measures for visually impaired people?

Visually impaired people can apply for a special Braille sticker for their OV-chipkaart at customer service. This sticker makes their OV-chipkaart distinguishable from other cards. The smart card reader area where you should hold the OV-chipkaart to check in and out has been raised to ensure it can be recognised by touch. Refer to your public transport company for more information on the public transport companion cards.

Can I travel immediately using the student OV-chipkaart?

No. You have to retrieve your student travel rights at one of the pick-up devices. Refer to www.ov-chipkaart.nl for a current overview of the locations. Go to studentenov-chipkaart.nl for more information.

How can I change my student travel rights?

You can change your student travel rights at www.ocwduo.nl.

How do I travel with NS trains using my OV-chipkaart balance?

Do you travel using an anonymous OV-chipkaart? Please visit a ticket vending machine or an NS service desk to request the activation of travel using the OV-chipkaart balance 'reizen op saldo'. Indicate whether you would like to travel first or second class. Do you have a personal OV-chipkaart? Request the activation at www.ns.nl or by telephone at 0900-2021163 (€ 0.10 p.m.). Please go to the NS ticket vending machine to activate 'reizen op saldo' on your OV-chipkaart.

Until when can I use the previous system, i.e. the strippenkaart?

The strippenkaart will be put out of service during the next few years. Go to www.ov-chipkaart.nl for information on the regions where the strippenkaart is no longer a valid public transport ticket. Do not buy more than one strippenkaart at a time. This prevents having an unused strippenkaart after these have become obsolete.