

Product Terms and Conditions U-OV Star subscriptions

Date: 11-12-2016

Article 1. Description and validity

- a. Utrecht / U-OV Star subscriptions are valid in all busses operated by Syntus in the Province of Utrecht and are accepted in the U-OV busses in the Utrecht region.
- b. This does not apply to the night bus service:
 - Syntus: Not valid on the night bus service operated by Syntus.
 - U-OV: Not valid on the night bus service, except for night bus service 412 U-OV.
- c. The commencement date of the subscription can be on any day of the year.
- d. The Utrecht / U-OV star subscription is available as a monthly or annual subscription. After the month or year has ended, the subscription will stop automatically.
- e. Validity of Star subscriptions with the following star value are:
 - i. 1 star: 1 zone (only valid in the centre zone),
 - ii. 2 star: centre zone + 1 additional adjacent zone, in all directions,
 - iii. 3 star: centre zone + 2 additional adjacent zones, in all directions,
 - iv. 4 star: centre zone + 3 additional adjacent zone, in all directions,
 - v. 5 star: centre zone + 4 additional adjacent zones, in all directions,
 - vi. 6 star: centre zone + 5 additional adjacent zones, in all directions,

Article 2. OV chip card (a contactless smart card system used for all public transport in the Netherlands)

- a. The Utrecht / U-OV Star subscription can only be issued to a personal OV chip card.
- b. You must apply for a personal OV chip card at your own expense. Your OV chip card is valid for a specific period of time. This validity period is independent from the validity period of your Star subscription.
- c. With a Utrecht / U-OV Star subscription you must always check in or out using your OV chip card. Otherwise you will not have a valid ticket and risk being fined.
- d. When checking in and out within the valid subscription zone area, the journey fare will not be deducted from the balance on your OV chip card. A positive balance (at least € 0.00) on your OV chip card is required to be able to check in with the U-OV Star subscription.
- e. When checking in or out outside the valid zone area of the subscription, a balance is automatically deducted or a different travel product is used.

Article 3. Travel information

- a. Travel information is registered by the transport operators(s) with which you are using this Star subscription (Syntus and U-OV), and is used to monitor the legitimate use of the products before, during and after the trip. The privacy policy of Syntus is recorded in the OVCK Privacy statement, which you can find on www.syntus.nl/privacyverklaring.

Article 4. If you forget to check out or it was not possible to check out.

- a. If the subscription holder accidentally forgets to check out or is unable to check out.
 - You will be charged the full boarding fare when travelling with Syntus and the balance will be deducted from the OV chip card. If the customer has checked in within the zone for which he/she has a subscription, an amount of € 0.00 will be deducted when travelling with a bus operated by Syntus. If a client checked in outside the zone for which he/she has a subscription, an amount of € 4.00 will be deducted when travelling with a bus operated by Syntus.
 - When travelling with a different transport operator other than Syntus and U-OV, you will be charged the full boarding fare and the balance will be deducted from the OV chip card.
- b. Checking out in the bus is no longer possible once the client has disembarked. Checking out in a different bus is not possible.
- c. If the client has forgotten to check out when disembarking the bus or they later discover that the client has forgotten to check out, the client can contact the transport operator where he/she forgot to check out. When you have forgotten to check out, the refund terms of the transport operator where you forgot to check out applies.
- d. After forgetting to check out a dozen times within a two week period, the OV chip card will be blocked.

Article 5. Loss, theft or a defective card

- a. Travellers who have lost their personal OV chip card, due to loss or theft, must apply for a replacement OV chip card at TLS. This can be applied for via www.ov-chipkaart.nl, by calling 0900 - 0900 or by completing the applicable form.
- b. Travellers who have a faulty OV chip card, must apply for a replacement OV chip card themselves at TLS. This can be applied for via www.ov-chipkaart.nl, by calling 0900 - 0980 or by completing the applicable form.
- c. During the application period the subscription holders cannot use their travel product/subscription.
- d. Subscription holders can, by presenting their application for a replacement OV chip card, receive a replacement product on an anonymous or other personal OV chip card in the OV Service stores for a maximum period of 4 days. Subscription holders must provide for the anonymous or other personal OV chip card themselves.
- e. If a subscription holder does not use a replacement product, he/she must provide an alternative him/herself. The costs for this cannot be claimed from the transport company or TLS.

Article 6. Premature cancellation of a star subscription.

- a. It is possible to cancel a year or monthly subscription prematurely. In the event of premature cancellation, the subscription must be removed from the personal OV chip card. Subscription holders can only do this in OV Service stores at Utrecht Central Station, the subscription will subsequently be deactivated immediately.
- a. It is possible to cancel a monthly or annual subscription prior to the commencement date. The total purchase amount will then be reimbursed, minus administrative costs (€ 5.00).

Article 7. Changes in centre zone, commencement date or star value.

- a. The centre zone can be changed prior to the commencement date of the subscription, free of charge. The commencement date and end date of the subscription will not change. Changing the centre zone can only be done at OV Service stores at Utrecht Central Station.
- a. Subscriptions with an incorrect commencement date cannot be exchanged after the commencement date. The subscription can be cancelled and you can apply for a refund. This refund will be processed by the back office.
- b. The star value of the U-OV Star subscription cannot be increased or decreased during the duration of the subscription.
- b. However it is possible to increase or decrease the star value or the centre zone by cancelling the current monthly subscription and immediately purchasing a new monthly subscription. You can arrange this at OV Service stores at Utrecht Central Station. The original subscription will be removed from the OV chip card and a new subscription with an increased or decreased star value and a new commencement date will be added. It is possible to settle the refund with the purchase amount of a new monthly subscription. If the refund amount is more than the new purchase amount, it is not possible to immediately settle the two. Processing the refund of an annual subscription is always done by the back office, therefore an immediate settlement is not possible.

Article 8. Refund

- a. A refund is calculated from the moment that the subscription has been removed from the OV chip card at one of the OV Service stores at Utrecht Central Station. The refund amount will be credited to the bank account of the traveller after deducting the administrative costs (€ 5.00).
- b. Refund policy for monthly subscriptions:

Type of subscription	Day the subscription was surrendered (Date of the postal stamp)	Refund
monthly subscription	1st and 2nd day of validity (= commencement date)	100% - € 5.00
monthly subscription	3rd and 4th day of validity	80% - € 5.00
monthly subscription	5th and 6th day of validity	60% - € 5.00
monthly subscription	7th and 8th day of validity	40% - € 5.00
monthly subscription	9th and 9th day of validity	20% - € 5.00
monthly subscription	10th through 31st day of validity	0%

- c. Refund policy for annual subscriptions:

Type of subscription	Day the subscription was surrendered (Date of the postal stamp)	Refund
annual subscription	1st and 2nd day of validity (= commencement date)	100% - € 5.00
annual subscription	3rd through 32nd day of validity	90% - € 5.00
annual subscription	33rd through 62nd day of validity	80% - € 5.00
annual subscription	63rd through 92nd day of validity	70% - € 5.00
annual subscription	93rd through 122nd day of validity	60% - € 5.00
annual subscription	123rd through 152nd day of validity	50% - € 5.00
annual subscription	153rd through 182nd day of validity	40% - € 5.00
annual subscription	183rd through 212nd day of validity	30% - € 5.00
annual subscription	213rd through 242nd day of validity	20% - € 5.00
annual subscription	243rd through 272nd day of validity	10% - € 5.00
annual subscription	273rd through 366th day of validity	0%