

Product Terms and Conditions U-OV Discount subscriptions

Date: 11-12-2016

Article 1. Description and validity

- a. The U-OV Discount subscription is a contract between you and Syntus BV. Based on that contract Syntus will ensure that you are able to purchase discounted tickets for certain trips by public transport. The U-OV Discount subscription does not give you the right to use transport but entitles you to purchase tickets at discounted rates. Depending on the type of subscription the amount of this discount can increase.
- b. By checking in and out you have paid for your fare with your OV Chipkaart (a contactless smart card system used for all public transport in the Netherlands) and therefore have obtained a right to travel, ensuring that you do not dodge the fare.
- c. Only the U-OV Discount subscriptions 'U-OV Altijd Voordeel' (20% discount during peak hours, 40% during off-peak hours and 40% during the weekend) and 'U-OV Dal Voordeel' (no discount during peak hours, 40% during off-peak hours and 40% during the weekend) are also accepted in the buses Syntus is commissioned to operate for the Province of Utrecht.
- d. This does not apply to the night bus service: A U-OV Discount subscription is not valid on the night bus service operated by Syntus.
- e. These subscriptions give the traveller a discount on the price per kilometre and on the base fare (and therefore on the ticket). The discount depends on the type of subscription and the time when these trips are made.
- f. Children (4-11 years old) and senior citizens (65 or older) receive a discount based on their age (34%) on top of the applicable subscription discount on the price per kilometre and the base fare.
- g. The commencement date of the subscription can be on any day of the year.
- h. The 'U-OV Altijd Voordeel' (20% discount during peak hours, 40% during off-peak hours and 40% during the weekend) subscription is available per month or year.
- i. Syntus has the right to increase the subscription price at the beginning of each subscription year. The subscription year is a period of 365 days (and 366 days in a leap year) which starts on the same month and day following the year in which your subscription was first valid.
- j. Only one U-OV Subscription discount can be issued on one OV Chipkaart.
- k. The U-OV Subscription discount cannot be combined with the national 'Altijd Korting' (20% discount during peak hours, 40% during off-peak hours and 40% during the weekend) subscription, the 'OV Voordeel' (20% discount on bus, tram and metro any time of the day) subscription or a student travel product on one OV Chipkaart.

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

- a. The U-OV Discount subscription can only be issued on a personal OV Chipkaart.
- b. You must apply for a personal OV Chipkaart at your own expense. Your OV Chipkaart is valid for a specific period of time. This validity period is independent from the validity period of the U-OV Discount subscription.
- c. With a U-OV Star Discount subscription you must always check in or out with your OV Chipkaart. Otherwise you will not have a valid ticket and risk being fined.
- d. A positive balance (at least € 0.00) on your OV-chipkaart is required to be able to check in with the U-OV Discount subscription.

- e. The subscription discount does not apply when checking in and out of other public transport companies than the ones in which your U-OV Discount subscription is valid for.

Article 3. Types of subscriptions

- a. Two types of Discount subscriptions are valid on all buses operated by Syntus. These are: 'U-OV Altijd Voordeel' (20% discount during peak hours, 40% during off-peak hours and 40% during the weekend) and 'U-OV Dal Voordeel' (no discount during peak hours, 40% during off-peak hours and 40% during the weekend).
- b. The peak hours are as follows: on business days: 06:30 to 09:00 and from 16:00 to 18:30.
- c. The off-peak hours are as follows: on business days: 09:00 to 16:00 and from 18:30 to 06:30. Also on Mondays from 04:00 tot 06:30.
- d. The weekend is defined as follows: Friday from 18:30 to Monday 04:00.
- e. 'U-OV Altijd voordeel' gives 20% discount during peak hours, 40% during off-peak hours and 40% during the weekend.
- f. 'U-OV Dal voordeel' gives no discount during peak hours, 40% during off-peak hours and 40% during the weekend.
- g. In summary this means that:

U-OV variant Discount subscription	Discount percentage			Type of subscription
	Peak hours	Off peak hours	Weekend	
Name				
U-OV Altijd voordeel (20% discount during peak hours, 40% during off-peak hours and 40% during the weekend).	20%	40%	40%	Monthly or continuous
U-OV Dal voordeel (no discount during peak hours, 40% during off-peak hours and 40% during the weekend).	0%	40%	40%	Continuous

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

- a. If the customer accidentally forgets to check out or is unable to check out:
- You will be charged the full boarding fare and the balance will be deducted from the OV Chipkaart when travelling with U-OV. This means that € 4.00 will be deducted from the OV Chipkaart when travelling with a bus or tram operated by U-OV.
 - When travelling with a different transport operator other than Syntus, you will be charged the full boarding fare and the balance will be deducted from the OV Chipkaart.
- b. Checking out in the bus is no longer possible once the client has disembarked.
- c. If the customer forgot to check out and it cannot be rectified, the customer can contact the transport company 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 Chipkaart will be blocked.

Article 5. Travel information

- a. Travel information is recorded by Syntus and used, among others, to monitor the lawful use of the products before, during and after the trip. The privacy policy of Syntus is recorded in the OVCK Privacy statement of Syntus, which you can find on www.syntus.nl/privacyverklaring.

Article 6. Loss, theft or a defective card

- a. Travellers who have lost their personal OV Chipkaart, due to loss or theft, must apply for a replacement OV Chipkaart at TLS. This can be applied for via www.ov-chipkaart.nl, by calling 0900 - 0980 or by completing the applicable form.
- b. Travellers who have a faulty OV Chipkaart must apply for a replacement OV Chipkaart 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. During this period travellers are responsible for finding and using an alternative travel product. The costs for this cannot be claimed from the transport company or TLS.

Article 7. Premature cancellation of a U-OV Discount subscription

- a. It is possible to prematurely cancel an annual subscription of 'U-OV Altijd voordeel (20% discount during peak hours, 40% during off-peak hours and 40% during the weekend).'
- b. It is not possible to prematurely cancel a monthly subscription of 'U-OV Altijd voordeel' (20% discount during peak hours, 40% during off-peak hours and 40% during the weekend).
- c. In the event of premature cancellation of the 'U-OV Altijd korting jaar' subscription, the subscription must be removed from the personal OV Chipkaart. This can only be done via the Syntus customer service department (Article 10). The Syntus Customer Service Department will create a 'refund order', which the client can collect via one of the service points in the Netherlands (Article 10). The date, including time, when the refund order was collected via a service point, counts as a timestamp based on which the refund amount is calculated (article 9b).
- d. 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). The moment the refund order is collected also counts as the date and time based on which the refund amount is calculated here (identical to article 7c).
- e. Prematurely cancelling U-OV products can only be done at Syntus if these U-OV products were actually purchased at Syntus.

Article 8. Changes

- a. Subscriptions with an incorrect commencement date cannot be exchanged after the commencement date.
- b. Premature cancellation of 'Altijd Voordeel' and 'Dal Voordeel' subscriptions are not possible.

Article 9. Refund when cancelling the 'U-OV Altijd korting' annual subscription

- a. The refund, when prematurely cancelling a 'U-OV Altijd voordeel (20% discount during peak hours, 40% during off-peak hours and 40% during the weekend) annual subscription, will be calculated from the moment the subscription has been removed from the OV Chipkaart (the refund has been collected via a service point, see article 7c). The refund amount will be credited to the bank account of the traveller after deducting the administrative costs (€ 5.00).
- b. Refund system 'Altijd Voordeel Jaar' subscription:

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	92% - € 5.00
annual subscription	33rd through 62nd day of validity	84% - € 5.00
annual subscription	63rd through 92nd day of validity	76% - € 5.00
annual subscription	93rd through 122nd day of validity	68% - € 5.00
annual subscription	123rd through 152nd day of validity	60% - € 5.00
annual subscription	153rd through 182nd day of validity	52% - € 5.00
annual subscription	183rd through 212nd day of validity	44% - € 5.00
annual subscription	213rd through 242nd day of validity	36% - € 5.00
annual subscription	243rd through 272nd day of validity	28% - € 5.00
annual subscription	273rd through 302nd day of validity	20% - € 5.00
annual subscription	303rd through 332nd day of validity	12% - € 5.00
annual subscription	333rd through 366th day of validity	0%

Article 10. Syntus Customer Service

Please contact Syntus Customer Service with any questions you may have regarding U-OV products which are valid to use in public transport operated by Syntus.

Our Customer Service department can be reached 24 hours a day, 7 days a week.

Phone: +31 (0)88 0331360 (local rate)

Email: klantenserviceutrecht@syntus.nl