

General product terms and conditions

U-OV Zonal Subscription

Article 1: Applicability

These general product terms and conditions for the U-OV Zonal Subscription apply to the U-OV Zonal Subscription travel product as offered by U-OV to consumers travelling on U-OV buses and trams within the province of Utrecht. In addition, the General Terms and Conditions for urban and regional public transport and the General Terms and Conditions for the use of the OV-chipkaart also apply.

Article 2: Definitions

In these general product terms and conditions for the U-OV Zonal Subscription, the following terms, written with a capital letter, have the following meanings:

Travel agreement	An agreement between the Subscriber and U-OV Utrecht for the Travel Product, which allows unlimited travel within the Validity Area during the Validity Period.
Subscriber	You as the traveller or purchaser of the Travel Product.
U-OV Utrecht	U-OV is the public transport in the province of Utrecht operated by Transdev Nederland and Keolis Nederland. In these product terms also referred to as U-OV Utrecht.
U-OV Sales Channel	U-OV webshop, part of the website U-OV.nl.
Age Profile	Age categories child, youth, adult or senior. Child, youth and senior profiles entitle you to a discount on the monthly fee of the U-OV Zonal Subscription.
Validity Period	Any time of day during the validity of the Travel Product.
Validity Area	All bus lines and trams of U-OV Utrecht operated by Transdev Nederland and Keolis Nederland.
Base Fare	When travelling on balance, you pay a fixed amount per journey in addition to a per-kilometre fare. This fixed amount is called the Base Fare.
Trip	A journey defined by a check-in and check-out with one bus between boarding and alighting stops.
Journey	A sequence of trips using the OV-chipkaart, where the transfer time (between check-out and check-in) does not exceed 35 minutes.
Travel product	The U-OV Zonal Subscription on your personal OV-chipkaart. If there are multiple products on your OV-chipkaart, you will always use one of the travel products.
Free Travel	The principle whereby, by checking in and out with the OV-chipkaart, you are not charged a fare.
Travel on Balance	The principle whereby, by checking in and out with the OV-chipkaart, the route travelled and the corresponding fare are determined.
Trip price	The price charged for a trip when your U-OV Zonal Subscription is not valid. This consists of a Base Fare (fixed amount) and a kilometre fare.
Balance	Amount on your OV-chipkaart. Maximum is €150.
Cancellation	The action by which you terminate the Travel Product via U-OV Customer Service.

Article 3: Description and Validity

3.1	The U-OV Zonal Subscription is valid on all U-OV buses and trams in the province of Utrecht. It is not valid on night lines.
3.2	The start date of the subscription can be any day of the year.
3.3	The U-OV Zonal Subscription is only available as a monthly subscription; after this month, the subscription automatically expires.
3.4	Validity areas for subscriptions with a certain star value:1 ster: <ul style="list-style-type: none">▪ 1 star: 1 zone (only valid in the central zone).▪ 2 stars: central zone + 1 adjacent zone in all directions.▪ 3 stars: central zone + 2 adjacent zones in all directions.▪ 4 stars: central zone + 3 adjacent zones in all directions.▪ 5 stars: central zone + 4 adjacent zones in all directions.▪ 6 stars: central zone + 5 adjacent zones in all directions.

Article 4: OV-chipkaart

4.1	The U-OV Zonal Subscription can only be placed on a personal OV-chipkaart.
4.2	You must arrange and pay for a personal OV-chipkaart yourself. Its validity period does not affect the validity of your subscription.
4.3	With a U-OV Zonal Subscription on your personal OV-chipkaart, you must always check in and out; otherwise, you do not have a valid ticket and risk a fine.
4.4	When checking in and out within the valid zone area of the subscription, no balance is deducted. You need at least €0.00 balance on your personal OV-chipkaart to check in.
4.5	When checking in and out outside the valid zone area, you travel on balance or another travel product on your personal OV-chipkaart.

Article 5: Travel Data

5.1	Travel data is recorded by the carriers (Transdev and Keolis) who you use the U-OV Zonal Subscription with and used to verify lawful use of the products before, during and after the duration of the journey. The privacy policy is set out in the OVCK Privacy Statement at u-ov.nl/privacy .
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Article 6: Forgetting to Check Out or Unable to Check Out

6.1	If the subscription holder forgets to check out or cannot check out: <ul style="list-style-type: none">• If you checked in within the paid zone, no fare is charged.• If you checked in outside the paid zone, €4 is charged (boarding fare).• If travelling with another carrier, €4 is charged and deducted from your balance.
6.2	It is not possible to check out after leaving the bus or on another bus.
6.3	If you realise later that you forgot to check out, contact the carrier concerned. Their refund rules apply.
6.4	After 12 missed check-outs within 2 weeks, the OV-chipkaart is blocked.

Article 7: Loss, Theft or Defective Card

7.1	If your personal OV-chipkaart is lost or defective, you must request a replacement from TLS via ov-chipkaart.nl . You can do this via https://www.ov-chipkaart.nl/en/forms .
7.2	Only when requesting a replacement card (not a new card) will your Zonal Subscription be transferred automatically.
7.3	During the application period, you cannot use the subscription; you must arrange a temporary solution.
7.4	You can, upon presenting proof of application or purchase of the U-OV Zonal Subscription, claim reimbursement for any additional travel costs incurred for up to 4 days. To do so, please contact U-OV Customer Service via https://www.u-ov.nl/en/customerservice .

Article 8: Early Termination of a Zonal Subscription

8.1	It is possible to terminate the monthly subscription early. In the event of early termination of the U-OV Zonal Subscription, the subscription must be removed from the personal OV-chipkaart. Subscribers can only have this done via U-OV Customer Service.
8.2	You can cancel the subscription before the start date and receive a full refund minus €5 administration costs.

Article 9: Changes to Central Zone, Start Date or Star Value

9.1	The central zone can be changed free of charge before the subscription start date. The start and end dates of the subscription remain unchanged. Changing the central zone can only be done via U-OV Customer Service.
9.2	U-OV Zonal Subscriptions with an incorrect start date cannot be exchanged after the start date. The subscription can be terminated, and a refund may be requested.
9.3	The star value of the U-OV Zonal Subscription cannot be increased or decreased during the subscription period.
9.4	It is possible to increase or decrease the star value of a monthly subscription or change the central zone by terminating the current monthly subscription and immediately purchasing a new one. You can arrange this via U-OV Customer Service. The original subscription will be removed from the personal OV-chipkaart, and a new subscription with a different star value and a new start date will be loaded. Any refund may be offset against the immediate purchase of a new monthly subscription. If the refund amount is higher than the new purchase price, you are entitled to a credit.

Article 10: Refunds

10.1	Refunds are calculated from the moment the cancellation of the U-OV Zonal Subscription is processed at a collection machine near you. The refund amount will be transferred to your bank account after deducting the administration fee (€5.00). Refunds are never paid in cash. Visit https://www.u-ov.nl/en/klantenservice for more information.
10.2	Refund schedule month subscriptions:

Day of collecting cancellation via collection machine	Refund
1 st and 2 nd day of validity (=start date)	100 % - € 5,00
3 rd and 4 th day of validity	80 % - € 5,00
5 th and 6 th day of validity	60 % - € 5,00
7 th and 8 th day of validity	40 % - € 5,00
9 th day of validity	20 % - € 5,00
10 th - 31 st day of validity	0 %

Article 11: U-OV Customer

For questions about the U-OV Zonal Subscription, contact U-OV Customer Service:

Online: <https://www.u-ov.nl/en/customerservice>

Email: klantenservice@u-ov.nl