



Product Terms and Conditions – U-OV Max Month

1. Description and validity

- 1.1. The U-OV Max Month subscription offers the guarantee that you will never pay more than a fixed maximum amount per calendar month. You pay the normal boarding and kilometre fare, but once you reach the monthly cap, you travel for free for the rest of the month. This product is ideal for travellers who travel several times a week within the province of Utrecht. It prevents you from paying too much when you travel often and provides flexibility.
- 1.2. The U-OV Max Month subscription is a free continuous subscription. You only need to register through the U-OV “My Environment” (Mijn Omgeving) and link the product to your Debit Card or Credit Card.
- 1.3. The Subscription is valid on all buses and trams operated by U-OV within the province of Utrecht, excluding night buses.
- 1.4. The General Product Terms apply to all Trips you make with U-OV Max Month with U-OV. Additionally, the General Terms and Conditions for city and regional transport, as well as the Terms and Conditions for checking in and out with your Debit Card or Credit Card, apply. See <https://www.ovpay.nl/en/terms-of-use> .

2. Glossary

In these General Product Terms, the following definitions, written with a capital letter, apply:

Subscription: The U-OV Max Month subscription as described in these terms.

Debit Card: The contactless Debit Card (physical or digital on a smart device) issued by the Bank with which you use and pay for public transport by checking in and out at the designated card readers at stations, stops, or in vehicles. The Debit Card on your mobile phone and your physical Debit Card are considered two separate payment tokens, even if linked to the same bank account. Therefore, you must always use the same payment method to check in and out.

Credit Card: The contactless Visa Credit Card or Mastercard (physical or digital) issued by the Credit Card Company which you use to pay for public transport.

Credit Card Company: An (inter)national credit card organisation connected to Maestro, Mastercard, VPAY and/or VISA, which issued your Credit Card and which you use in public transport.

Monthly Cap: The maximum amount you pay per Travel Month for travel with U-OV.

Daily Cap: The maximum amount you pay per day.



My Environment: The online environment provided by U-OV where you can manage your U-OV account. This environment is called “Mijn U-OV”, accessible via mijn.u-ov.nl or the U-OV app.

OVpay: The system that enables travellers to check in and out with a Debit Card or Credit Card linked to a personal account.

Reference Number: The number required to link your Debit Card to your personal account (Mijn Omgeving). It can be found on your bank statement the day after you checked in and out using your Debit Card, once the travel cost has been successfully debited. This 18-digit number starts with NLOV.

Trip (Trips): A journey defined by a check-in and check-out with one mode of transport between the boarding stop and the exit stop.

Travel Month: The travel period in which your travel costs are accumulated and during which you can earn discounts. Each new Travel Month starts fresh. The Travel Month begins on the day you enable U-OV Max via the U-OV app or via mijn.u-ov.nl (today or up to 30 days in the future).

Transdev: The operator that provides public transport under the U-OV brand in the city of Utrecht.

Keolis: The operator that provides public transport under the U-OV brand in the province of Utrecht.

Trans Link Systems (TLS): Trans Link Systems B.V., responsible for OVpay services in the Netherlands. See www.ovpay.nl for all terms.

3. Activating U-OV Max Month

- 3.1. U-OV Max Month is a Travel Product available only when you check in and out using your Debit Card or Credit Card. You can activate U-OV Max Month once your Debit Card or Credit Card is linked to your “My Environment” using the Reference Number.
- 3.2. U-OV Max Month can only be activated in My Environment or via the app.
- 3.3. You must arrange and maintain a personal Debit Card or Credit Card at your own expense. The Travel Product can only be linked to a valid personal card. U-OV is not responsible for the consequences of U-OV Max Month if these conditions are not met.
- 3.4. If you activate U-OV Max Month while you still have an outstanding debt with OVpay, U-OV has the right to deny access to the product.
- 3.5. Your Debit Card or Credit Card has an expiration date. When you receive a new card, you must link it again to continue using U-OV Max Month.

4. Use and check-in

- 4.1. Travellers must always check in and out with the U-OV Max Month subscription.
- 4.2. When using OVpay, the Debit Card or Credit Card must be linked to the account.
- 4.3. If you do not check in, you do not have a valid ticket and may receive a fine.
- 4.4. If you do not check out, the boarding fare will be charged. Repeated failure to check out may result in card blocking.

5. Payment

- 5.1. Travel costs from check-in and check-out, missed check-ins or check-outs, and corrections are debited afterwards from your bank account (Debit Card) or charged to the spending limit of your Credit Card, in accordance with the General Product Terms and the Terms for Checking In and Out with your Debit Card or Credit Card.
- 5.2. Travel costs are generally charged daily. If a Correction Fare has been applied, you may correct the travel cost up to two calendar months after the travel date via <https://www.ovpay.nl/en>.
- 5.3. Termination or blocking of Transdev Voordeel by Transdev does not release you from payment obligations for Trips already made.

6. Loss, theft or defective card

- 6.1. In case of loss or theft of the Debit Card or Credit Card, the traveller must request a replacement.
- 6.2. During this period, the Subscription cannot be used. Replacement costs or alternative travel costs are not reimbursed by U-OV.
- 6.3. The Subscription may be transferred to another card.

7. Duration, termination and refunds

- 7.1. The subscription period runs from 00:00 on the start date until 23:59 on the end date.
- 7.2. The Subscription cannot be modified during the term. It may be cancelled, after which a new Subscription may be activated.
- 7.3. U-OV reserves the right to terminate the Subscription immediately and/or impose a fine in case of suspected fraud or misuse. No refunds apply. U-OV may also report incidents to the police.

8. Changes

- 8.1. If U-OV changes the terms in a way that deviates from the original performance, the traveller has the right to cancel the Subscription immediately. The Subscription remains valid until it is electronically removed.
- 8.2. U-OV may terminate the Subscription immediately if continuation cannot reasonably be expected due to changed circumstances.

9. Data protection

- 9.1. U-OV is the data controller under the General Data Protection Regulation (GDPR). See <https://www.u-ov.nl/en/Privacy>.
- 9.2. U-OV is legally required to provide personal and travel data to the Dutch Tax Authorities based on articles 47, 52 and 53 of the AWR (General Tax Act).

10. Liability

- 10.1 U-OV is not liable for indirect damages such as missed connections, delays or consequential damage.
- 10.2 U-OV is not responsible for malfunctions in the OVpay system that fall outside its sphere of influence.

11. Complaints and disputes

11. 1Complaints about the Subscription may be submitted via uov.nl/customerservice.
12. Dutch law applies to these terms.