

## **Product terms and conditions for U-OV E-tickets**

**Version:** 2026-02-10

### **1. Applicability of the E-ticket Terms and Conditions**

1.1 These E-ticket Terms and Conditions apply to the use of E-tickets.

1.2 An E-ticket is a digital ticket in the form of a barcode that the end user purchases directly from the Transport Operator or via a reseller, through a website, service point or app; following payment, it is delivered to the end user by email or via the relevant app. The E-ticket entitles the holder to travel on U-OV buses and/or trams.

1.3 The applicability of these E-ticket Product Terms and Conditions does not affect the applicability of the General Terms and Conditions for Public Urban and Regional Transport to transport provided by the Carrier.

1.4 The carrier reserves the right to amend the E-ticket Terms and Conditions at any time.

### **2. Use E-ticket**

2.1 An E-ticket is a ticket within the meaning of the General Terms and Conditions for Public Transport.

2.2 The end user is responsible for ensuring that the printout of the E-ticket is of sufficient quality to be checked and to be used for checking in and out with the Carrier. If a printed version cannot be checked or is not suitable for checking in and out, it will be regarded as an invalid ticket within the meaning of the General Terms and Conditions for Public Transport.

2.3 The end user is responsible for ensuring that the digital E-ticket on a mobile phone or other electronic device is clearly legible for inspection and suitable for use when checking in and out. If the E-ticket cannot be inspected or is not suitable for use when checking in and out, it will be regarded as an invalid ticket within the meaning of the General Terms and Conditions for Public City and Regional Transport.

2.4 The transport operator is not liable for any fines or statutory surcharges resulting from travelling without a valid ticket.

2.5 In the event of misuse or improper use of an E-ticket, the Carrier is entitled to declare the E-ticket in question invalid.

### **3. Additional terms and conditions**

3.1 The end user purchases an E-ticket for their own use or for use by someone else.

3.2 End users are not permitted to purchase an E-ticket for the purpose of reselling it or using it for any other commercial purpose.

3.3 An E-ticket cannot be returned or amended once purchased. The purchase price cannot be reclaimed from the Carrier after purchase.

3.4 The compensation rules that apply in the event of delays and/or cancellations of the Carrier's buses and/or trams can be found at: <https://www.u-ov.nl/en/Klantenservice>.

### **4. Personal data**

4.1 With regard to the processing of personal data on the Carrier's website and in the Carrier's app, the Carrier is the data controller within the meaning of the General Data Protection Regulation (GDPR). The Carrier's privacy statement can be found at: <https://www.u-ov.nl/en/privacy>.

4.2 The personal data processed in connection with the purchase of an E-ticket via the Carrier's website or app will be used by the Carrier solely for the purpose of performing the transport contract between the Carrier and the end user.

Any questions?

Please contact customer services using the contact details provided

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