

## Product conditions for Randstad Noord Vrij Season Ticket, consumers

### Article 1: Introduction

- 1.1 With Randstad Noord Vrij, you can travel without limit by bus, tram, metro or night bus within a pre-selected region for a fixed amount.
- 1.2 Within this region, Randstad Noord Vrij is valid on the buses, trams, metros and night buses of the concession areas and carriers listed below:
  - Amsterdam concession area, by public transport company GVB
  - Concession areas Amstelland-Meerlanden, Haarlem-IJmond and Noord-Holland Noord, by public transport company Connexxion
  - Concession area Gooi & Vechtstreek, by public transport company Transdev
  - Concession area Zaanstreek- Waterland, by public transport company EBS
  - Concession area Almere city/region, by public transport company AllGo (Keolis).
- 1.2 Randstad Noord Vrij is not valid on AllGo (Keolis) night buses.
- 1.3 This travel product is an attractive option for passengers who travel almost daily within the chosen region over a specific period of time for work or school, for example.

### Article 2: Product Features

- 2.1 You can buy Randstad Noord Vrij as a continuous (monthly) season ticket without a fixed end date. You can also buy a monthly Randstad Noord Vrij travel product from some public transport companies.
- 2.2 The continuous season ticket can start any day of the month, after which it automatically continues (monthly). For a one-off fixed-period season ticket, the validity ends on the expiry date.
- 2.3 This travel product gives you a choice of 14 regions.
- 2.4 A reduced fare is available in combination with the Randstad Noord Vrij travel product. This is a discount on the fixed monthly amount based on your age. The reduced rate is valid for children (4 to 11 years) and young people (12 to 18 years).
- 2.5 Randstad Noord Vrij travel product can only be used in combination with a single debit card. When purchasing, choose whether you want to link this travel product to your digital or physical debit card. The passes are considered separate, even if linked to the same bank account number.
- 2.6 In addition to Randstad Noord Vrij, it is possible to link other travel products to the same debit card.
- 2.7 It is not possible to link one Randstad Noord Vrij travel product to two passes at the same time.
- 2.8 It is possible to link two Randstad Noord Vrij regions to the same debit card.
- 2.9 The Randstad Noord Vrij travel product is linked to an individual and is non-transferable. Persons other than the Cardholder are not permitted to use the product. Before ordering the Randstad Noord Vrij travel product, the Cardholder's personal data (name, date of birth and passport photograph) must be linked to the relevant debit card.

### Article 3: Checking in and out with Randstad Noord Vrij

- 3.1 You must always check in and out with your debit card to which the Randstad Noord Vrij travel product is linked. If you fail to do so, you do not have a valid ticket and risk a fine. You must also check in and out when changing buses or trams.
- 3.2 Choose the region where most of your lines' stops are found. When checking in and out within the validity region of the season ticket with a debit card, no fare will be collected from the bank account linked to the respective payment card.
- 3.3 When checking in outside the applicable region of the season ticket, the fare outside the region will be based on the distance travelled (kilometre fare per kilometre travelled plus the basic fare) to the first stop of the line located in the region. When checking out outside the applicable region, the fare outside the region will be based on the distance travelled (kilometre fare per kilometre travelled plus the basic fare) from the last stop in the region. If you travel using your debit card, the fare will be collected from your bank account at the end of the day. When paying by invoice afterwards, the fare will be charged via the invoice. If another product is valid for your trip outside the region, that travel product can be used.
- 3.4 If you check in and out with the wrong debit card, to which the Randstad Noord Vrij product is not linked, the extra travel costs are at your own expense.

### Article 4: Price

- 4.1 The prices may be adjusted on 1 January of each calendar year. If the prices change, we will inform you of the new prices at least 1 month before the effective date.
- 4.2 The monthly season ticket start date determines which price is valid. You will find the fares of the different regions on the websites of the respective public transport companies.
- 4.3 If your personal data are linked to your debit card and you are also entitled to a reduced fare, this will automatically be applied to the amount of your monthly direct debit.

### Article 5: Payment

- 5.1 The full monthly amount must be paid before the start date of the Randstad Noord Vrij season ticket.

### **Continuous season ticket**

- 5.2 If you opt for a continuous season ticket, you pay the monthly fare by direct debit. In that case, you authorise the public transport company to debit your bank account automatically. If someone other than the person paying uses the Randstad Noord Vrij season ticket, the payer must permit the transport company to make a direct debit.

### **Late payment**

- 5.3 If payment for your Randstad Noord Vrij season ticket is not received on time, your season ticket will be ended. The public transport company is not obliged to give you a refund. Nor are you entitled to compensation.

- 5.4 The public transport company that sold the season ticket may terminate the season ticket immediately and without court intervention in the following cases:

- if you persistently pay late
- if the direct debits fail
- if the bank account from which direct debits are taken is repeatedly blocked
- if you reverse the direct debits

If you fail to pay on time, the company may pass the outstanding debt to a collection agency without further notice.

- 5.5 For as long as payment is delayed, no new continuous season tickets will be provided to the season ticket or account holder. In addition to the season ticket fee, you are liable for the cost of collecting the amount owed before, during and after the process.

### **Trips outside the region**

- 5.6 If you travel outside the region you have paid for and the travel expenses for this are not paid through your debit card, your pass may be blocked for public transport. That means that the Randstad Noord Vrij season ticket linked to the pass in question cannot be used. The cardholder and account holder are responsible for ensuring that the card works, is not blocked and is reactivated. You will therefore not receive a refund for any extra travel costs due to a blocked debit card.

## **Article 6: Minors/persons lacking legal capacity**

- 6.1 If you are under 18 or lacking legal capacity, the online order for the continuous Randstad Noord Vrij season ticket must be placed by your legal representative, e.g. parent or guardian.
- 6.2 If you want to use direct debit, and are you under 18 or lacking legal capacity and are the account holder, your legal representative must place the direct debit order.
- 6.3 If you are under 18 or lacking legal capacity and you want to buy the Randstad Noord Vrij travel product at a service point of one of the carriers, you will need show your ID at this service point. Your legal representative must also be present in person and show their ID.

## **Article 7: Changes**

- 7.1 You can change the continuous Randstad Noord Vrij season ticket with effect from the new period. You can make changes via your personal account on the public transport company's website. You can change your season ticket up to 3 months in the future.

### **Changes to your personal data**

- 7.2 You should report changes in your personal data to the transport company you bought the season ticket from via their website.

### **Payment card changes**

- 7.3 If the debit card marked Randstad Noord Vrij is lost, broken, destroyed, replaced by your bank in the mobile app/wallet or is no longer valid, you must link the product to another pass on time. If you do not do this on time, additional travel expenses will not be refunded.

### **Changes in product conditions**

- 7.4 If the product conditions of Randstad Noord Vrij change and this change involves a substantial departure from the agreed service, you have the right to cancel Randstad Noord Vrij with immediate effect via your personal account with the relevant carrier from which you purchased the product. You can do this up to 3 months after the amended terms come into force.

## **Article 8: Cancel, end and withdraw**

- 8.1 You can still cancel your order before the start date of your Randstad Noord Vrij season ticket. You will then receive a full refund.
- 8.2 After the start date of your Randstad Noord Vrij season ticket, you can stop a continuous season ticket with a notice period of one month. You can end your season ticket via your personal account with the public transport company where you bought the season ticket or via the service department of the public transport company. An administration fee may be charged for cancellation.
- 8.3 Did you order your Randstad Noord Vrij season ticket in the webshop? Then you can withdraw (dissolve) the agreement within 14 days of your order. To do this, please fill in the Model Withdrawal Form or contact the service department of the public transport company. If you have travelled with Randstad Noord Vrij within 14 days of your order, the costs may be charged.
- 8.4 The carriers have the right to cancel Randstad Noord Vrij in whole or in part subject to three months' notice.
- 8.5 The carriers have the right to cancel Randstad Noord Vrij with immediate effect and/or terminate/block your season ticket if you use Randstad Noord Vrij to commit fraud or misuse it or if your debit card has been used to commit fraud or misused in public transport.

Fraud is understood to include the following cases:

- if the carriers' records show that a check-in or check-out is repeatedly omitted
- if you use the payment card you checked in with to check out by any means other than a device designated by a public transport company or Translink (the organisation responsible for processing various types of public transport transactions)
- if you repeatedly fail to check out at the station or stop you are leaving with the debit card you used to check in
- if you allow your payment card with the free travel product to be used by someone other than the person whose personal details are linked to the card.

## **Article 9: General provisions**

9.1 Public transport companies are not obliged to accept you as a customer for Randstad Noord Vrij. When you apply for Randstad Noord Vrij, the carrier may perform a credit check and/or reject an application for Randstad Noord Vrij without giving reasons.

## **Article 10: Compensation for delays**

10.1 In case of delays, see the website of the relevant carrier for any compensation scheme.

## **Article 11: Privacy**

11.1 Your personal data are noted when you apply for a travel product from a transport company and while travelling. These data are needed, among other things, to perform the agreement concluded with you. The Randstad Noord Vrij season ticket is purchased from the public transport company itself. The public transport company is responsible for processing your personal data related to your season ticket and travel details. For more information on how the public transport company processes your personal data, please see the privacy statement on the relevant public transport company's website.

## **Article 12: Transport conditions**

12.1 The transport is subject to the General terms and conditions of city and regional transport and the terms and conditions of checking in and out with your debit card. Both sets of conditions can be found on your public transport company's website or requested by your public transport company's customer service.

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