

## Article 1: Applicability Product Conditions E-ticket

- 1.1 The Product Conditions E-ticket 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 buys directly from Operator or via a reseller, via a website or app, that is delivered to the End user after payment by e-mail or via the app in question and that gives the right to transport in the buses and/or trains of Connexxion Openbaar Vervoer N.V. or operators affiliated with Transdev Nederland Holding N.V., including Hermes, Breng, Overal, OV Regio IJsselmond and Texelhopper (hereinafter referred to as: "Operator").
- 1.3 The applicability of the Product Conditions E-ticket does not affect the applicability of the General Terms and Conditions of Public City and Regional Transport on transport by Operator.
- 1.4 Operator is entitled to change the Product Conditions E-ticket at all times.

## Article 2: Use of E-ticket

- 2.1 An E-ticket is a ticket within the meaning of the General Terms and Conditions of Public Urban and Regional Transport.
- 2.2 After delivery, the End user has the option of printing the E-ticket or downloading the E-ticket via e-mail or in an app on his mobile telephone or other electronic device.
- 2.3 The End user is responsible for ensuring that the quality of the printout of the E-ticket is suitable for checking in and - out in the vehicles of Operator. If a printout of an E-ticket cannot be checked on sight, or is not suitable for checking in and - out, it will be considered an invalid ticket within the meaning of the General Terms and Conditions for Public Urban and Regional Transport.

- 2.4 The End user is responsible for ensuring that the E-ticket is suitable for checking in and -out at the Operator from a mobile phone or other electronic device. If an E-ticket cannot be checked on sight or is not suitable for checking in and - out, it shall be considered an invalid ticket within the meaning of the General Terms and Conditions for Public Urban and Regional Transport.
- 2.5 Operator is not responsible for any fine or legal increase as a result of travelling without a valid ticket.
- 2.6 In the event of misuse or improper use of an E-ticket, Operator shall be entitled to declare the E-ticket in question invalid.

## Article 3: Additional conditions

- 3.1 The End user purchases an E-ticket for his/her own use or for use by another person.
- 3.2 The End user is not permitted to buy an E-ticket for the purpose of selling or reselling it or for any other commercial purposes.
- 3.3 An E-ticket cannot be returned to Operator or changed after its purchase, nor can the purchase price be fully or partially reclaimed from Operator after its purchase.
- 3.4 The compensation rules that apply in the event of delay and/or trip cancellation of Operator's buses and/or trains can be found at [www.connexxion.nl/klantenservice](http://www.connexxion.nl/klantenservice).

## Article 4: Personal Data

- 4.1 Operator is the controller within the meaning of the General Data Protection Regulation (GDPR) for processing of personal data. The privacy statement of Operator can be found on [www.connexxion.nl/privacy](http://www.connexxion.nl/privacy).
- 4.2 The personal data, processed in connection with the purchase of an E-ticket via the website or app of Operator, will only be used by Operator in connection with the performance of the transport agreement between Operator and the End user.

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## Do you have any further questions?

You can contact customer service via the contact details as stated on <http://www.connexxion.nl/klantenservice>