INFORMATION, ADVICE AND SUPPORT FOR YOUR LIFE IN THE NETHERLANDS

ACCESS | Guide

Public Transport

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Public transport

Introduction

The Netherlands offers a good public transport system that any newcomer will appreciate. This guide provides an overview of the Dutch public transport system so that you can get around the country easily.

It is important to know that the OV-Chip Card is the new form of payment for travel on all forms of public transport in the Netherlands, including trains, buses, trams, and metro – and soon will be the only form of payment accepted throughout the country. This guide also includes information on *strippenkaarten*, but these tickets will soon be obsolete.

OV-Chip Card

The OV-Chip Card (*OV-chipkaart*) is an electronic payment system for public transport that was introduced in stages throughout the whole country. OV stands for "public transport" *(openbaar vervoer*), and the card resembles a bank card. It contains an invisible chip, which can be loaded with credit in Euros, to pay for your travel anywhere within the Netherlands. At the moment it is only fully operational in Rotterdam and Amsterdam, but in the future, it will be operational in the entire country and will replace the *strippenkaart*.

There are three different types of OV-Chip Card to choose from:

Personal OV-Chip Card: Can be purchased from your public transport company or from the Customer Service Department at 0900 0980.

Anonymous Card: Designed for the infrequent traveller allows the holder to travel immediately. It can be purchased at the ticket office and vending machines at the station.

Disposable Card: Can be purchased at the station vending machines. This card allows for immediate travel, but cannot be re-charged or loaded.

The OV-Chip Card must be purchased before you travel and its price is determined by the company selling it. To find out how much the card costs contact your public transport company. Additional credit can be loaded onto your OV-Chip Card at vend and add value machines or sales at information points. This service is free, although you may be charged for paying with a PIN pass or credit card when loading small amounts. Refunds are only possible on your OV-Chip Card e-purse if your balance is €5 or more.

Cards must be validated at both the beginning and the end of a journey, by holding the card up to an OV-Chip Card reader. These are located in various parts of the Cards must be validated at both the beginning and the end of a journey, by holding the card up to an OV-Chip Card reader. These are located in various parts of the buses and trams. The card readers for trains are located on the platforms. At the start of your journey, hold your OV-Chip Card up to the gate screen. The sound and light signal indicates your card has been read. When disembarking, check out by holding your

card up to the gate screen. Checking in and out is also required when you transfer from one form of transport to another, except when you transfer from train to train.

To watch an instructional video on how to use the OV-Chip Card, visit:
http://www.ov-chipkaart.nl/allesoverdeov-chipkaart/reizenmetdeov-chipkaart/films/

When you pay for your journey with the OV-Chip Card e-purse, a boarding rate is temporarily deducted from your OV-Chip Card at check in. When you check out, the boarding rate, minus the travel costs, is refunded. It is important to know that if you do not check out, you pay the full boarding rate and you cannot check in if your e-purse credit is insufficient to temporarily deduct.

The current boarding rates are as follows:

Boarding rate	Bus, underground and tram	Train (NS)
Anonymous and personal OV-Chip Card	€ 4	€ 20
Personal OV-Chip Card with *Voordeelurenabonnement*	€ 4	€ 10

For more information contact the OV-Chip Card Customer Service Department at: 0900-0980 (€0.10 per minute), or visit: http://www.ov-chipkaart.nl

Anonymous card can be bought at the ticket office and vending machines at the station. This card allows the holder to travel immediately, and is designed for the infrequent traveller.

Disposable card can be purchased at the station vending machines. This card allows the holder to travel immediately, but it cannot be re-charged or loaded with anything other than the original travel product.

Cards must be validated at both the beginning and the end of a journey. For more information see: http://www.ov-chipkaart.nl.

Buying tickets for the tram, bus or metro

Tickets for transport by tram, bus and metro are valid nationwide. *Strippenkaarten* are no longer accepted for travel on trams, buses or metro in the Rotterdam and Amsterdam region. The OV-Chip Card has replaced the *strippenkaart* as the valid travel pass in both these regions and shortly they will also be replacing *strippenkaarten* and city/regional season tickets on buses and trams. It is advised to use up any remaining *strippenkaarten*, as they will no longer be accepted on public transport in the Netherlands.

Public transport

Tickets consist of different segments called *strippen* (strips), which are therefore known as *strippenkaarten* (strip cards). They can be bought from information kiosks at railway stations, the post office, newsagents, department stores, supermarkets, bookstores, and tobacconists. To find out where you can purchase a *strippenkaart*, go to: http://www.vbn-bv.nl/verkooppunten.php?pagina_id=282

There are two different *strippenkaarten* available: 15 and 45 *strippen*. The 45 *strippenkaart* is the least expensive option per strip. Children 4-11 years-old and adults 65-years and older are eligible for reduced tariffs and can purchase a pink *strippenkaart*.

If you travel by bus or tram three days a week or more, it is cheaper to buy a monthly pass. For further information visit: http://www.vbn-bv.nl

The Netherlands is divided into public transport zones. Maps showing these zones are available free of charge from the Tourist Information Centres (VVV) and information kiosks at railway stations. They are also displayed at every bus and tram stop. In city buses, you can either board the vehicle at the front, telling the driver where you want to go, or you can work out the number of strips required for your journey beforehand and stamp your card yourself at the machine inside the bus.

In all other buses and trams, you must stamp the card yourself at the machine inside the vehicle. To calculate how many strips you need, count one base strip and then add one strip for each zone you will pass through. Payment of three strips is valid for one hour and, within that time; you can change to other trams or buses at no extra cost. The more strips you buy the longer the period of validity.
On the new Randstadrail trams in The Hague and Rotterdam you must validate your *strippenkaart* at the red pole before entering the tram. Random inspections of tickets are held and if you cannot produce a valid ticket, you will be fined approximately €35. If you do not pay the fine within seven days, the fine increases by €10. This increases depending on the amount that was due for your trip.
For more information, visit: http://www.vbn-bv.nl.

There are information kiosks at railway stations. They are also displayed at every bus and tram stop. In city buses, you can either board the vehicle at the front, telling the driver where you want to go, or you can work out the number of strips required for your journey beforehand and stamp your card yourself at the machine inside the vehicle. In all other buses and trams, you must stamp the card yourself at the machine inside the vehicle. To calculate how many strips you need, count one strip for each zone you will pass through, plus one base strip. Payment of 3 strips is valid for one hour. Within that time, you can change to other trams or buses at no extra cost.

The more strips you buy the longer the period of validity:

2-4 strips: 1 hour
5-7 strips: 1 1/2 hours

8-10 strips: 2 hours
11-16 strips: 3 hours
17-20 strips: 3 1/2 hours

On the new Randstadrail trams in The Hague you must validate your strippenkaart at the red pole before entering the tram. If you use buses or trams three days a week or more it is cheaper to buy a monthly pass. Information about this is available at: http://www.vbn-bv.nl/

Random inspections of tickets are held and the fine, if you cannot produce a valid ticket, is about €35. This increases, depending on the amount that was due for your trip.

The metro (Amsterdam/Rotterdam)

The cities of Amsterdam and Rotterdam are also equipped with metro lines, although they do not cover as much ground as the trams and buses. In Amsterdam four metro lines connect the city with the suburbs from east to south.

For more information, visit: http://www.gvb.nl/english/Pages/default.aspx or http://www.amsterdamsetram.com (In Dutch only).

The trams, buses and metro lines run from 06:00 – 00:30 a.m., and the night buses run from 00:30 – 07:30 a.m. GVB 24/48/72/96 hour tickets are also valid on night buses. If you do not have one, you can buy a GVB night bus single ticket from the driver

Rotterdam City has two main metro lines. The Erasmus line runs under the Maas, north –south from Central Station to Spijkenisse. The Caland line runs east-west from Ommoord and Capelle to Spijkenisse. For more information, visit: http://www.ret.nl or http://www.randstadrail.nl (In Dutch only).

Travelling by train

The Dutch rail system *Nederlandse Spoorwegen* (NS) is the best way to get around and get to know the Netherlands. For more information, visit: http://www.ns.nl/cs/Satellite/travellers

The Customer Help Desk number is: 0900-202 1163. The telephone help desk for international travel (Teleservice NS Internationaal) is: 0900-9296. For up-to-date information please visit the NS website: http://www.nstravel.nl

Three types of trains are available:

Intercity offers fast city-to-city connections (e.g. Amsterdam, Rotterdam, The Hague, Utrecht, Eindhoven, and Maastricht**)**
Sneltrein stops in more towns than the Intercity
Stoptrein stops at all stations along the journey and is the slowest of the trains

Signs are posted in each station, indicating the train's type, destination and route. The NS website contains a lot of useful information, including departure and arrival times, platform numbers for connections and ticket prices. There are also agents available to offer assistance at kiosks at each train station.

For more information, visit the English version of http://www.ns.nl at: http://ns.nl/cs/Satellite/travellers**.** Here you can also check for last-minute information about possible delays (*storingen)* and route changes. You can obtain this information by calling 0900-9292 or by SMS (via i-mode: ns.nl/index.action)**.** This provides the most up-to-date travel information. Send an SMS to 7245 (RAIL) with the following: departure station (space) arrival station (space) time. In return, you will receive an SMS with the departure time and pay €0.40 per advice. NS is also on Twitter at http://twitter.com/Trein.

Choosing the right train ticket

There are various types of tickets and passes available, as well as two classes. 2nd class is comfortable while 1st class is less crowded. You must have a valid ticket before boarding the train, otherwise the conductor will make you pay for the ticket on the spot, as well as charge you an additional €35 fine. If you have bought an "open" ticket in advance, remember to validate it at the yellow machine on the platform before boarding. The following are some of the ticket options available:

Single and Day Returns (*Enkele reis en Dagretour*): A single ticket (*Enkele* reis) is for one way only. If you plan to make a return trip it is cheaper to buy a Day Return (*Retour*). Keep in mind you can only use the day return on the day of purchase. The prices vary depending on the length of travel.

Day Travel Card *(Dagkaart)***:** This card allows you unlimited travel throughout the Netherlands for one day. For a small amount extra you can purchase an OV Day Travel Card (*OV dagkaart*) that also allows you to use other forms of public transport, such as the tram, bus or metro.

Weekend Return *(*Weekendretour*)*: A Weekend Return is the same as a Cheap Day Return, except that it is valid for longer. For the price of a Day Return you can make your journey between 7p.m. on Friday and 4 a.m. the following Monday morning.

Children's Ticket (*Railrunner*): Children aged 4-11 can travel for €2,50 per day, but must be supervised by an adult (19-years or older). Up to three children may travel at the reduced price per adult ticket, in the same class as the accompanying adult. (For the 4th child, the train ticket has a 40% discount). Children under the age of 4 who do not require a seat may travel free. Children aged 4-11, travelling on their own get a 40% reduction.

Spring Trip (*Lentetoer)***:** This ticket offers unlimited 1st class train travel for 1 weekend day for 2 persons. Valid from March to June.

Summer Trip (*Zomertoer*)**:** This ticket is available only between 1 July and 6 September. It allows two days of train travel in the Netherlands during a period of 7 consecutive days for two or three persons. The deal applies to 2nd class only. The *Zomertoer* Plus option gives full use to other forms of public transport (bus, tram or subway) as well as the train.

Fall Trip (*Herfsttoer*): This ticket allows for 1 day of 1st class train travel on either a Saturday or a Sunday.

The Off-Peak Discount Pass (*Voordeelurenkaart*): This is the best deal for people in the Netherlands who travel by train regularly, during off-peak hours and/or weekends. Purchase the *Voordeelurenkaart* and then you are entitled to a 40% discount on all train journeys throughout the Netherlands after 9 a.m. on weekdays, all-day on weekends and public holidays, and during the entire months of July and August. The pass is valid for one year and the discount also applies for up to three people travelling with you. You also get 40% discount on Day Travel Cards. An application pack can be obtained from the NS ticket offices (in Dutch). A passport photo is required for this pass.

Pet Passes *(**Dagkaart Hond*): Pets are allowed to travel with you on the trains. If your pet is small enough to be carried in a bag, it may travel free of charge. Otherwise, a special ticket must be purchased for €3, regardless of your destination.

Bike Day Ticket (*Dagkaart Fiets*): It is not a problem to take your bike on the train. For €6 you may bring your bike on the train outside peak hours, which are 06:30-09:00 a.m. and 16:30-18:00 p.m. Reservations are not required.

Accompanying Bicycle on International Trips: Passengers are allowed to take bicycles with them to international destinations, provided the train has an area for carrying bicycles and there is available space. A bicycle reservation must be booked in advance on all trains originating in the Netherlands.

Taxi Tickets: In more than thirty cities you can use a cheaper form of shared taxi (*Treintax*i) when you travel by train. If you need a ride to the station, call 0900-873 4682. At the station there is usually a special Treintaxi stand with a map showing the area covered by the specific treintaxi. Waiting time can be at least 10 minutes. You can buy your treintaxi ticket together with your train ticket or separately.

Check the NS website for more seasonal offers.

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Using the Ticket Vending Machines

Train tickets can be purchased at vending machines at the train station. Tickets can be paid for by PIN pass, a Maestro Credit Card or cash. To use the ticket vending machine, follow these steps:

- Touch the type of ticket: single or return, 5-day return, weekend return, etc.
- Touch the first letter of your destination
- Touch the second letter of your destination
- Touch the correct name
- Touch the type of ticket, 1st or 2nd class, full fare or discount, today only or undated, and number of tickets wanted
- Check your choice on the screen
- Insert money or pay by PIN pass (by inserting and then removing your card)
- Retrieve your ticket from under the plastic flap in the lower left-hand corner of the machine

Finding the correct platform

Once you have your ticket you need to know from which platform (*spoor)* the train departs. You can ask at the NS general ticket or information desk, or look for the large board that shows departure times of trains in order of departure, together with the destination and platform number. Each platform has blue and white electronic boards that show the platform numbers as well as departure times and the route taken. These are constantly updated. There are also permanent large yellow boards in the central area of the station and on the platforms that show the route at the top, together with departure times and platform numbers below. If you cannot find the information you require, ask NS railway staff.

International trains

The Netherlands is well connected on the international rail network. The general information number for international trains is: 0900 9296. This is also the number to call in order to book on international trains via Teleservice. The Netherlands has introduced the High Speed Lines (*Hogesnelheidslijn*) that take travellers from Amsterdam to Schiphol, Rotterdam, Antwerp, Brussels and Paris on ultra-fast trains. For more information, visit: http://www.hslzuid.nl/hsl/uk/hslzuid.

International Trains by Name:

Benelux trains: Were replaced by an HSL Benelux train, stopping in Amsterdam, Schiphol, Rotterdam, Breda, Antwerp, Mechelen and the Brussels Central and Midi.

Thalys: The best way to travel by train to Paris. It departs from Amsterdam and stops at Schiphol Amsterdam Airport, The Hague HS, Rotterdam, and Antwerpen. For more information visit: http://www.thalys.com/nl/en.

ICE International: Offers high-speed trains to Germany from the Randstad area to Oberhausen, Cologne, Frankfurt, Duisburg, Düsseldorf, Münich, and Basel. For more information visit: www.nshispeed.nl/en.

Inter City Berlin: Takes you in 6 hours and 20 minutes from the Netherlands to Berlin. There are two routes available and you can travel from 10 stations in the Netherlands. For more information visit: http://www.nshispeed.nl/nl/ic-berlijn/met-intercity-berlijn-naar-berlijn (In Dutch only).

Eurostar: Runs from Brussels to London in 2 hours and 20 minutes. For more information visit: http://www.eurostar.com

Sleeper-Car Train (*AutoSlaap Trein*): June – September, this train departs from Den Bosch and travels to:
Avignon and Fréjus/St. Raphaël, France; and Alessandria and Livorno, Italy. Pets are allowed on board.
A brochure in English is available at: http://www.eetc.nl/motorail/ukast.pdf.

Winter Holiday Trains (*SkiTrein, De Alpen Express*): These winter holiday trains run from the Netherlands to Austria only during the winter months. During the winter sport season, the SkiTrein departs the Netherlands (Utrecht, Den Bosch and Venlo) on Friday evenings and arrives in Austria on Saturday mornings. For more information visit: http://www.skitrein.nl/basic/index.html (In Dutch only). De Alpen Express departs from the same stops in the Netherlands and travels to destinations in Austria and Italy. For more information, visit: http://www.alpenexpres.nl (In Dutch only)

The Train Travel Store (*Treinreiswinkel*) specialises in train travel and offers discounted tickets to more than 85,000 destinations in Europe. For more information visit: www.treinreiswinkel.nl (In Dutch only).

Useful International Train-Trip Planning Websites:
Planner plus from the NS at: www.nshispeed.nl/en/back-to-home
International Train Planner *(Internationale reizen*) at: http://plannerint.b-rail.be

Travelling by bus

In the Netherlands there are 4 kinds of buses:

Regional Bus (*Streekbus*): Operates between villages and cities and has more seats than a stadsbus.

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Citybus (*Stadsbus*): Operates in cities. The nightbus (*nachtbus)* is a special kind of stadsbus which operates on Friday and Saturday nights after the normal schedules.

District Bus (*Buurtbus*): Operates mainly in the countryside. It is a bus for 8-persons, with a fixed route and a regular timetable. The drivers are all volunteers. The normal tickets, like *strippenkaarten* and *OV-jaarkaarten*, are not valid in these buses. You must buy a special ticket on the bus.

Phone-in bus (*Belbus)*: Operates mainly in sparsely populated areas. It costs the same as other buses but it rides "on demand" only. Phone 0900 0699 (in advance) and tell them where you are, where you want to be and at what time. It tells you when to be waiting at the bus stop. For more information visit: http://nl.wikipedia.org/wiki/Belbus (In Dutch only).

In every region of the Netherlands there is a different bus company operating. Information about departure times of buses can be obtained on http://journeyplanner.9292.nl or on the website of the regional bus company, e.g. Connexxion, Arriva, Veolia.

ROVER: You can obtain a list of all the bus companies and their contact details and websites at: http://www.rover.nl (In Dutch only). There is an "About Rover" section that is available in English.

Eurolines offer bus services from many cities in the Netherlands to more than 500 destinations in Europe. For more information visit: http:// www.eurolines.nl.

Travelling by air

It is very convenient to travel by air in the Netherlands. The largest airport in the country is Schiphol Amsterdam Airport. There are special airport taxis to the airport from Amsterdam, The Hague and Rotterdam, but it is also possible to get to and from Schiphol by train. The train station is located directed beneath the airport. The telephone number for Schiphol Airport is 0900 0141. (€0.40 per minute). For more information visit: http://www.schiphol.nl/index_en.html

It is possible to request assistance for disabled passengers. These services are free of charge and offer disabled passengers assistance with getting to the plane and around the airport. For more information contact IHD (International Help to the Disabled) at: 020-316 1417.

The airport at Rotterdam (http://rotterdam-airport.nl/en/Homepage) is much smaller but has daily services to the UK, Germany and the Mediterranean. The RET Airport bus lines 33, 41, 50 and B12 run regularly between Rotterdam Central Station and Rotterdam Airport.

There are also smaller airports at Eindhoven (http://www.eindhovenairport.com), Groningen (Eelde) (http://www.gae.nl/) and Maastricht (http://www.maa.nl/en).

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Economy Airlines
A number of economy airlines fly to and from Amsterdam and other cities, including:

Ryan Air flies from Eindhoven to: Alghero (AHO), Alicante (ALC), Barcelona (BAR), Brindisi (BDS), Dublin (DUB), Faro (FAO), Girona (Barcelona) (GRO), London-Stansted (STN), Madrid (MAD), Malaga (AGP), Marseille MP2 (MRS), Milan (Bergamo) (BGY), Oslo (Rygge) (RYG), Pescara (PSR), Pisa (PSA), Porto (OPO), Reus (Barcelona) (REU), Rome (Ciampino) (CIA), Stockholm Skavasta (NYO), and Trapani (TPS). For more information visit: http://www.ryanair.com.

Easy Jet flies from Amsterdam to: Basel-Mulhouse-Frieburg (BSL), Belfast (BFS), Bristol (BRS), Doncaster Sheffield (DSA), Edinburgh (EDI), Geneva (GVA), Liverpool (LPL), London (All Airports), Madrid (MAD), Milan Malpensa (MXP), Prague (PRG), Rome Fiumicino (FCO), and Split (SPU). For more information visit: http://www.easyjet.com.

Flybe flies from Amsterdam to: Belfast City (BHD), Dublin (DUB), Edinburgh (EDI), Exeter (EXT), Glasgow International (GCA), Guernsey (GCI), Inverness (INV), Isle of Man (IOM), Jersey (JER), Leeds Bradford (LBA), Manchester (MAN), Newcastle (NCL), Southampton (SOU), and Stornoway (SYY). For more information visit: http://www.flybe.com.

Bmibaby flies from Amsterdam to: Birmingham, Manchester and East Midlands. For more information visit: http://www.bmibaby.com.

Wizz Air flies from Eindhoven to: Budapest (BUD), Gdansk (GDN), Katowice/Cracow (KTW), Prague (PRG), Sofia (SOF), Warsaw (WAW), and Wroclaw (WRO). For more information visit: http://www.wizzair.com.

Ferries

Since the Netherlands is a country with many waterways, transport by means of boats and ferries plays an important role. Rotterdam has a **Fast Ferry** that travels from Rotterdam to Dordrecht, making several stops along the way. A Day Ticket must be purchased on board. There are three possible routes between Dordrecht and Rotterdam. Children up to 4 years old travel free, and children 4-18 years old travel at a reduced fare. For more information visit: http://www.fastferry.nl (In Dutch only).

Amsterdam also has a Fast Flying Ferry, which takes you from Velsen-Zuid (Pontplein) to Amsterdam Centrum within half an hour. For more information, visit: http://www.reiziger.connexxion.nl/web/show (In Dutch only)

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Ferries to the Islands in the North (Waddeneilanden)

Several ferries operate between the island of Texel and the mainland (Den Helder). It is not possible to make reservations.

Teso: A double-decker ferry travels between Texel and Den Helder, departing from Texel every hour and Den Helder each half hour. Reservations are not necessary and the trip takes only 20 minutes. For more information call 0222-369 691/369 692 or visit: http://www.texel.net/en/to-texel. There is an information line during holiday peak season: (022) 236 9690.

Wagenborg Passenger Services: A ferry service to Ameland and Schiermonnikoog.
For more information visit: http://www.wpd.nl/en/ameland.ashx.

Rederij Doeksen: A fast and regular ferry service to Vlieland, the car-free island, and Terschelling. It leaves from Harlingen six times a day. For more information visit: http://www.rederij-doeksen.nl/home?locale=en.

There are also ferries between the Waddeneilanden: from Texel to Vlieland, from Vlieland to Terschelling, from Terschelling to Ameland and from Ameland to Schiermonnikoog.
For more information visit: http://www.dutch-frisian-islands.com.

Ferries to the U.K. and Scandinavia

Hoek van Holland: Located 30 minutes northwest of Rotterdam is the port for the daily ferry to Harwich, England by Stena Line. For more information visit:
http://www.stenaline.nl/en/ferry/crossing/hook-of-holland-harwich.

Amsterdam/IJmuiden: A daily ferry route to Newcastle by DFDS Seaways. For more information visit: http://www.dfdsseaways.nl (In Dutch only).

P&O ferries: Offers two luxury cruise ferries that travel over-night from Hull to Rotterdam For more information visit: http://www.poferries.com/tourist/content/pages/template/routes_hull_-_rotterdam_routes_-_hull_-_rotterdam.htm.

In the Netherlands there are many small, open ferries that are used to cross a river. Such a ferry is called a *pont or veerpont*. Some of these ferries are only available for pedestrians and cyclists, while others are also available for cars. Prices can vary and you have to pay cash on the boat.
An overview of these ferries in the Netherlands can be found at:
http://www.voetveren.nl/veerponten.htm (In Dutch only).

Taxi and Tuk-Tuks

Taxi

Taxi services are private companies and relatively expensive. In the Netherlands, you cannot stop a taxi on the street; you must either telephone them directly or find them at a taxi stand (*taxi standplaats*). You are not obliged to take the first taxi in the line, but the driver may refuse to take you if your destination is too close. All taxis have a blue number plate instead of the regular yellow one. (See also "Treintaxi" under "Travelling by Train" and "Travelling by Air" for airport taxis.)

Taxitel: Wherever you are in the Netherlands you can call one number for a taxi. You simply state where you would like to reserve your taxi, and you are then transferred to the nearest taxi service. For more information call 0900-0505 or visit: http://www.taxitel.nl/taxitel_particulier/index.html (In Dutch only).

Shared Taxi

There is also the Regiotaxi or Deeltaxi, a form of taxi that transports more than one passenger at a time. They operate under different names in different regions e.g. *Groene Hart Hopper Gouda*. A list of these shared taxi services can be found on the NS website. For more information visit: http://www.ns.nl/cs/Satellite/ns2007/nl/menuitem/include/1190105473872/van+en+naar+het+station?p=1190105473026&packedargs=language%3Dnl#met-de-treintaxi.
The OV-Taxi is a shared taxi to and from 10 train stations in North Holland *(Noord Holland*). Because you share the taxi with other passengers, the fare is less than a regular taxi, and is available seven days a week between 06:00 and 24:00. Reservations required. The fare is based on the number of zones you travel through, much like other forms of public transport, and tickets can be purchased from the OV-Taxi driver.

For more information call *OV Reisinformatie* 0900 9292 (€ 0.70 per minute), or visit: http://www.ns.nl/cs/Satellite/travellers/about-trip/travelling-by-train/public-taxi.

Tuk-Tuks

The Tuk-Tuk is a small open taxi and a good deal cheaper than traditional taxis. They have recently been introduced in Amsterdam, The Hague, Rotterdam, Delft, Hoorn, Nijmegen, Den Bosch, Tilburg, Alkmaar, and Zandvoort. The Tuk-Tuks are imported from Thailand and transport passengers for short-distances.
For more information visit: http://www.tuktukcompany.nl (In Dutch only).

Transport facilities for disabled travellers

The Nederlandse Spoorwegen offers special facilities for handicapped travellers. Companions may travel free of charge if they hold a special Public Transport Assistance Pass (*OV Begeleiderskaart*),

which is issued in the name of the disabled person so that different care providers can accompany him/her.

NS Disabled Assistance Office (*NS Bureau Assistentieverlening Gehandicapten*): Disabled passengers who are travelling alone can request assistance getting on and off the train by contacting the train station at least three hours before their departure/arrival.

For more information call (030) 235 7822. (Available daily from 7:00 a.m.-11:00 p.m.)

There are Journey Assistants present at more than 100 stations in The Netherlands, who assist wheelchair users, the visually impaired and persons with disabilities. Some stations offer removable bridges for wheelchairs, guidelines for the visually impaired and plug-in sockets for hearing aids at ticket counters. It is possible to reserve a wheelchair slot on some international trains.

For more information call Teleservice NS Internationaal at: 0900 9296.
Valys is an organisation that offers special taxi services for disabled passengers for longer distances. However, you need to have a membership card.

For more information visit: http://www.valys.nl (In Dutch only).

Summary of helplines and useful websites

Netherlands Railways NS : 030- 297 7111
NS Customer Service Contact Centre number: 0900-202 1163. (€0.10 per minute) The service centre is open Monday-Friday, 08:00 a.m. – 18:00 p.m.

International Trains: To contact NS Telesales call 0900 9296 and choose option 5.

Train Taxi *(Treintaxi*): Share a taxi with other travellers to or from the train station and save money. Tickets are for sale at vending machines and children 3 years old and younger travel free. Look for the blue and yellow stand. To reserve a *treintax*i call information at 0900 873 4682 (€0.35 per minute) at least 30 minutes before you wish to be picked up.

General Information Number: 0900 9292 (€0.70 per minute) for information about all forms of public transport in the Netherlands. There is also an iPhone Application 9292ov Pro available, which provides data from more than 54,000 stops, including 400 train stations, 51,500 bus stops, 107 metro stops, 2000 tram stops and 120 ferry stops. It also includes maps, information about delays and ticket prices.

Treintaxi: 0900 873 4682

Public transport

General Information Number:
0900 9292 (weekdays: 06:00 a.m.-12:00 midnight; weekend and public holidays: 07:00 a.m.-12:00 midnight) for information about all forms of public transport in the Netherlands.

Websites

General
http://www.9292ov.nl
http://www.ovreisinfo.nl (In Dutch only)
http://www.rover.nl (In Dutch only)

Trains
http://www.ns.nl
http://www.thalys.com.nl/en
http://www.eurostar.com
http://www.railteam.eu
http://www.nshispeed.nl
http://www.nstravel.nl (only in Dutch)
http://www.railfaneurope.net
http://www.hslzuid.nl/hsl/uk/hslzuid/
http://plannerint.b-rail.be/
http://www.autoslaaptrein.nl/ (only in Dutch)
http://www.skitrein.nl/basic/index.html (only in Dutch)
http://www.raileurope.co.uk
http://www.alpenexpres.nl (only in Dutch)
http://www.tgv.com

Buses
http://www.vbn-bv.nl/ovinfo/
http://www.amsterdamsetram.com (only in Dutch)
http://www.ov-chipkaart.nl
http://nl.wikipedia.org/wiki/Belbus (only in Dutch)
http://www.eurolines.nl

Bus companies
http://www.connexxion.nl (only in Dutch)
http://www.htm.net for The Hague
http://www.gvb.nl for Amsterdam
http://www.ret.nl for Rotterdam
http://www.gvu.nl for Utrecht (only in Dutch)
http://www.arriva.nl (only in Dutch)
http://www.syntus.nl for Achterhoek, Twente, Tiel-Arnhem (only in Dutch)

Public transport

http://www.hermes.nl (only in Dutch)
http://www.veolia.nl (only in Dutch)

Ferries
http://www.fastferry.nl (only in Dutch)
http://www.stenaline.nl/
http://www.dfds.nl (only in Dutch)
http://www.poferries.com/tourist/
http://www.reiziger.connexxion.nl/web/show
http://www.teso.nl
http://vvv.texel.net/
http://www.wpd.nl
http://www.rederijdoeksen.nl/
http://www.dutch-frisian-islands.com
http://www.voetveren.nl/veerponten.htm (only in Dutch)

Airports
http://www.schiphol.nl
http://www.eindhovenairport.com
http://www.rotterdam-airport.nl
http://www.gae.nl
http://www.maa.nl/en

Economy airlines
http://www.ryanair.com
http://www.easyjet.com
http://www.flybe.com
http://www.bmibaby.com

Taxi
http://www.taxi.startpagina.nl (only in Dutch)
http://www.taxitel.nl/taxitel_particulier/index.html (only in Dutch)
http://www.ns.nl/deeltaxi (only in Dutch)
http://www.tuktukcompany.nl (only in Dutch)

Disability
http://www.valys.nl (only in Dutch) for accessible long-distance transport for people with special needs.

Public transport

ACCESS guides available for downloading, free of charge, from the ACCESS website:

- Banking
- Childcare and playgroups
- Food from home
- Health care
- Housing and accommodation
- Inheritance and wills
- International primary and secondary education
- Learning the Dutch language
- Marriage , registered partnership, cohabitation and ending a relationship
- Obtaining a driving license in the Netherlands
- Post Office
- Public Transport
- Social Security
- Starting your own business
- Studying in the Netherlands
- Telephone, internet and television
- What to do when leaving the Netherlands
- Working in the Netherlands

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This ACCESS guide is intended to provide comprehensive and general information.
ACCESS did everything possible to ensure correct and up-to-date information. ACCESS cannot accept responsibility for any information that may have changed. If you need more information about this subject, please contact the organisations listed or look at the websites mentioned.