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 on transport by Operator not affect the applicability of the General Terms and Conditions of Public City and Regional Transport.
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.

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.

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.
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.

Do you have any further questions?
You can contact customer service via the contact details as stated on http://www.connexxion.nl/klantenservice