

## Product Conditions for GVB Hour Tickets

Available in variants ranging from 1 hour to 168 hours. Unlimited travel on GVB trams, buses, night buses and metros for 1, 24, 48, 72, 96, 120, 144 or 168 hours. The 1 hour ticket is not valid on the night bus.

### Who is eligible?

Anyone who wants unlimited travel on GVB public transport services for 1, 24, 48, 72, 96, 120, 144 or 168 hours. A convenient travel product for tourists and day trippers.

### Features:

Hour ticket purchase options include:

1. A paper chip card (smart card)
2. A barcode ticket via an app (only for 1 - 120 hours)
3. A travel product on an OV-chipkaart (on anonymous and personal OV-chipkaart)

### Please read the conditions below that apply to the different variants.

- You can enjoy unlimited travel on GVB trams, buses and metros for an uninterrupted period during the valid hour/hours. This period starts at the first check-in using the paper chip card, OV chip card or activation of the barcode in an app. Changing between lines is permitted.
- An hour ticket such as a paper chip card or a product on the OV chip card is valid from the moment of purchase until the end of the year (see the validity date on the paper chip card). An hour ticket purchased as a barcode in an app is valid for 30 days from the moment of purchase in that app.
- If you have loaded an hour ticket as a travel product onto a personal or anonymous OV chip card, this travel product will be the first one used at the initial check-in on a GVB line. This can be on the day of purchase or on the commencement date you indicated when you purchased it via the GVB web shop or a vending machine. Once the travel product is no longer valid, you will automatically travel with a balance owed or you will no longer have a valid ticket.
- If you have an hour ticket as a travel product on your OV chip card, there must be a positive balance (at least €0.00) on the OV chip card prior to the trip.
- You must always check in and out with your OV chip card, paper chip card or activated barcode ticket, even when changing lines. Otherwise, your ticket will be invalid and you risk a fine.
- An hour ticket in the form of a paper chip card, a travel product on an OV chip card or as a barcode, can be used by only one person per trip during the validity of the travel product. The barcode is only valid on an authorized app. For more information, please visit [gvb.nl/app](https://gvb.nl/app).
- You cannot return the day ticket after purchase. The order cannot be cancelled once payment has been made with iDEAL or a credit card (Visa or Mastercard). Purchases made with iDEAL or a credit card will be charged immediately.

### Where can it be used and where is it valid?

The GVB hour ticket is valid on all GVB tram, bus, night bus and metro lines. It is not valid with other public transport companies, and the 1-hour ticket is not valid on the night bus.

### Travel by barcode

#### Which apps can I use for the hour ticket as a barcode?

- The GVB app, which can be found in the Apple Store and Google Play Store
- App from affiliated sales partners

#### Requirements for travel with barcode via an app

An hour ticket is only valid as a transport ticket if it can be clearly displayed and read on a mobile device. When using this method, take into account the following points:

- An hour ticket that is poorly displayed, damaged, illegible or altered will be rejected and considered as an invalid ticket.
- A sufficiently charged and properly functioning mobile device. GVB is not responsible for the functioning of an app on your mobile device. It is also not possible to transfer a barcode ticket from a (broken) device to another device.
- Ensure you have sufficient mobile data and credit on your mobile device to activate the barcode prior to your trip.
- An hour ticket must be purchased prior to the trip. If it is purchased at a later time or during the trip, it will be considered as invalid and you risk a fine.
- Activate the barcode at the start of your trip. Do this before boarding the vehicle (bus, night bus, tram and metro) or at the area

of a station or stop where you must be in possession of a valid ticket in accordance with the carrier's instructions. Check whether the activation was successful.

- If you travel by bus or tram, please show the driver or conductor that you have a valid barcode when boarding. A valid barcode shows movement and alternating colours in the app.
- In the metro, you can check in and out at a gate with a barcode reader.

### **What should you do if a barcode from an app does not work?**

If you cannot check in and/or out of GVB transport or at a GVB metro gate using a barcode, please check whether your mobile device is working properly. You should also check the brightness or screen quality. Issue still not resolved? Please contact the seller of the hour ticket or contact GVB customer service.

### **What to do in the event of a defective paper chip card?**

If the paper chip card with the hour ticket is defective, if possible, go to the sales point where you purchased the ticket. You can also go to the nearest GVB Service & Tickets location to have the card checked or you can contact the GVB customer service department.

### **Transport conditions**

The General Conditions of Public City and District Transport apply to the extent they do not deviate from the rules set out above with respect to GVB hour tickets.

You can view these transport conditions at [gvb.nl/conditions](http://gvb.nl/conditions) or request them from the GVB customer service department by calling 0900 - 80 11 (usual telephone charges apply)

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