



Dear participant,

From the 1st of January '18 onwards, an "OV-chipkaart" (OV = public transport) is the only way of payment for public transportation throughout the Netherlands. The "OV-chipkaart" can be used for all public transport (train, bus, tram, trolleybus).

To travel from Schiphol airport to the hotel in Wageningen (and back) you will need such a card. Please make sure that you have either a credit card or debit card (prepaid credit card) that is accepted in the Netherlands and that you have enough euro's with you (at least 50 in cash).

How to buy an "OV-chipkaart":

OV-Chip cards can be bought at train stations in the Netherlands. This can be done at either the (1) Tickets & Service counters or using the (2) yellow ticket machines with the blue strip on top showing either the NS symbol or 'Train tickets'.

Ticket machines (coins & card)

- Go to 1 of the yellow ticket machines with 'Train Tickets'.
- Select the English language.
- Select 'other products'.
- Select 'Buy an OV-chipkaart'.
- Again select 'Buy an OV-chipkaart'.
- Select the credit you wish on your OV-chipkaart. You will need a maximum of 40 euros for travelling during the course. Because buying the OV-chipkaart costs 7.50 euros, you will pay 7.50 euros plus the added credit.
- You can pay using cash (coins) and debit cards (Dutch PIN/Maestro/V-Pay) and credit cards (MasterCard/Visa)

Train & Ticket Service (coins, euro banknotes & cards)

- Go to the Train & Ticket Service.
- Ask for an anonymous "OV-chipkaart", this will cost you 7.50 euro's.
- Ask if 40 Euros of credit can be added to the card. This is necessary for travelling to the hotel and back.
- The Train & Ticket Service accepts payment by cash (euro banknotes or coins) and debit cards (Dutch PIN/Maestro/V-Pay) and credit cards (MasterCard/Visa).



Topping up the debit on the "OV-Chipkaart" on train stations.

- Go to 1 of the yellow ticket machines.
- Hold your "OV-Chipkaart" in front of the card reader (the button with the hand and card).
- Select the English language.
- Select Top up balance (in Dutch: "Saldo laden").
- Again select Top up balance (in Dutch: "Saldo aanvullen").
- Choose an amount you wish to add.
- You can pay using cash (coins) and debit cards (Dutch PIN/Maestro/V-Pay) and credit cards (MasterCard/Visa).

Topping up the debit on the "OV-Chipkaart" outside train stations.

You can also top up the debit on the "OV-Chipkaart" in busses and in multiple stores (for example supermarkets). You can only add debit with debit cards (Dutch PIN/Maestro/V-Pay) and credit cards (MasterCard/Visa). Look for yellow-grey machines with the "OV-Chipkaart"-logo.



Reimbursement of the money left on your "OV-Chipkaart"

It is possible to receive a reimbursement of the credit on your "OV-Chipkaart" at Schiphol airport and at the Train and Ticket Service at several train stations. This will cost 1 Euro.

The credit on the OV-chipkaart can only be reimbursed in cash if the total credit left on the card is less than 30 euros. If the total credit is above 30 euros, you can only be reimbursed if you have a Dutch bank account. To start this procedure, you will have to fill in a special claim form (available at the ticket desk) and the "OV-Chipkaart" will have to be returned. If necessary the Train and Ticket Service can help you with completing the form. Reimbursements made to a Dutch bank account can take up to 15 working days.

Note: If you do not have a Dutch bank account, make sure that the credit on your OV-Chipkaart is less than 30 euros at the moment you want to be reimbursed. Only then can you be reimbursed with cash, otherwise you will lose your money. We therefore advise you not to put more than 40 euros on your card.