



OV-pas

Description	How does it work?
Apply for an OV-pas	The OV-pas is a contactless plastic card for use on public transport. Digital OV-passes are not yet available for purchase. You can buy an OV-pas via the OVpay app or at www.OVpay.nl. An OV-pas costs €6 and is valid for up to 5 years. From early 2026, plastic public transport passes will be available for purchase at RET Service Points and in Albert Heijn and Primera shops.
Right of withdrawal	For OV-passes ordered online, there is a 14-day cooling-off period (right of withdrawal). This period begins the day after you purchased the OV-pas online. If you wish to exercise this right of withdrawal, please contact OVpay Customer Service. You must then stop using the OV-pas.
My OVpay account	Go to OVpay.nl or download the OVpay app and create an account. Next, add your public transport pass by entering the pass number and the serial number. Do you travel using different cards? If so, add each one. OVpay treats a physical (plastic) and a digital card as two separate cards. You can add up to 10 cards. With an account, you can, among other things: • View your travel and payment history with all public transport operators and ticket sellers in the Netherlands; • Create an expense report; • See whether, and if so, which travel products have been added; • Add an age-related discount; • Turn on notifications; • Update or remove your debit or credit card; • Request a refund after a missed check-in or check-out.
Turn on notifications	With an account, you can set it up so that you receive notifications when you check in and out, and if your balance is too low.
Age-related discount	If you are a child (aged 4 to 11) or a senior citizen (aged 65+), you can travel on buses, trams and the metro with a 34% age-based discount. Go to your OVpay account in the OVpay app or via OVpay.nl and add your name, date of birth and passport photo. Do you travel using different passes? If so, please add this personal information to each pass separately.
Top up balance	To travel using an OV-pas, you must have sufficient credit to cover the full cost of your journey. You can top up your balance via your My OVpay account using iDEAL or your credit card. For more options, visit OVpay.nl. The balance you have topped up is held in an account managed by Translink that is linked to your public transport pass.

	From early 2026, you will be able to top up your balance and pay by debit card or cash at a RET Service Point. Would you like to top up your balance at Albert Heijn and Primera? This will be possible from early 2026, but only if you purchased your OV-pas there; a barcode is printed on that card.
Automatic top-up	If you want to ensure you always have enough credit, choose the automatic top-up option. Available from early 2026 via the OVpay app or OVpay.nl. You can specify the amount (€10, €20 or €50) by which your OV-pas should be topped up. This will then happen automatically as soon as your balance falls below €10. A Dutch bank account is required for automatic top-up. You can make changes to your automatic top-up contract via your My OVpay account.
Travel on account	Some public transport companies and mobility providers offer a pay-as-you-go scheme. With a pay-as-you-go scheme, you pay for your public transport journeys retrospectively via an invoice. The RET does not offer a pay-as-you-go scheme.
Buy a travel product	You can purchase a travel product, such as a season ticket, from a public transport operator or other product seller. You add a travel product to your OV-pas. Some travel products are personalised. For these, you need to add your name, date of birth and passport photo to your public transport pass. You can do this in your My Account section with the product seller up to 2 months before purchasing your travel product or during the purchase process. On the RET website, you can see which travel products and season tickets are available for purchase in combination with an OV-pas.
Daily start and lower limit	If you are travelling using the credit balance on your OV-pas, you need to have a minimum balance at the start of the day (daily minimum). If you make further journeys during the day, you will also need to have a minimum balance at all times (minimum balance). Please check the website of the transport operator you are travelling with for the amounts involved. With RET, the daily start is €4.00 and the lower limit is €0.00 if you travel on credit. If you travel with a travel product, both the daily start and lower limit are €0.00 with RET. Always ensure you have sufficient credit to pay for your entire journey by public transport. If your credit is insufficient, your OV-pas will be blocked for further use.
Checking in and out with an OV-pas	You can travel on public transport using a contactless plastic OV-pas. A digital OV-pas will be available at a later date. You cannot share a single travel card with other people. Each passenger must use their own OV-pas. Always use the same OV-pas when checking in and out. If you are travelling by metro, hold your OV-pas in front of the card reader in a gate or on a post near lifts and station entrances and exits. On buses and trams, you will find card readers by the doors. Hold your OV-pas against the sticker or plate with the 'contactless payment' logo.

	Always check in and out, even when changing services. If you do not check in, you will not have a valid ticket and you risk a fine.
Avoid disruptions during check-in and check-out	If you have several passes and cards, only hold the OV-pas you wish to use up to the card reader when checking in and out, and make sure your other passes, cards and mobile phone are kept out of the way. Other debit cards, credit cards, OV-passes and OV-chipkaarten – including those on your mobile phone – can interfere with each other if you hold them up to the card reader at the same time.
Card readers out of service	If a ticket reader at a gate, on a post, or on a bus or tram isn't working, please go to another ticket reader in the station or on the vehicle. If all card readers are out of service, follow the instructions of the RET staff member. If you are in the paid area of a metro station with gates, use the SOS & Service Kiosk to contact a RET staff member. To request a refund for any overpayment, visit www.ret.nl/teruggave or send an email to klantenservice@ret.nl .
Missed check-in or check-out	If you missed checking in or out and consequently paid too much, you can claim a refund for the overpayment via: • Your OVpay account (OVpay app and OVpay website) • Website www.OVpay.nl/reisoverzicht • OVpay Customer Service: 0900-1433 (standard call charges apply) You can do this from 6 hours after your journey until 60 days later. There may be a limit on the number of times you can correct a missed check-in or check-out within a certain period.
The age-related discount is not applied	First, check that your details for the age-related discount have been correctly added to your OV-pas. Check whether a ticket inspector has reported that your details are incorrect (see the next section). If this is not the case, please contact OVpay Customer Service.
Age-related discount suspended	If an audit reveals that you are incorrectly claiming the age-related discount, your date of birth will be flagged in your OVpay account. You can update this yourself via your My OVpay account. If you are unable to do so, please contact OVpay Customer Service.
Incorrect fare calculated	If you think you have been charged the wrong fare, please contact the transport operator with whom you made the journey in question.
Blocked OV-pas	Your OV-pas will be declined when you check in if: • You don't have enough balance; • Your OV-pas is no longer valid; • Your pass has been reported lost or stolen; • There is a suspicion of fraud or misuse; • You are in violation of the OV-pas terms and conditions. If you want to unblock your pass due to insufficient funds, add money to your OV-pas via the OVpay app using iDEAL or your credit card.

	You'll be able to continue your journey within minutes. If your pass is blocked, you cannot use any travel products added to it.
Lost, stolen, or damaged OV-pas	Once you have received your OV-pas, you are responsible for any loss, theft or damage to it. Block your OV-pas as soon as possible if it is lost or stolen. You can do this via the OVpay app. Your card will be blocked within 15 minutes. If you find the OV-pas later, you can unblock it and use it to travel again after 15 minutes. If you cannot find the OV-pas or if it is faulty, please request a replacement OV-pas and add it to your OVpay account. With this new card, you can once again use the balance and any travel products that you were using with your previous card.
Found someone else's OV-pas	Please contact OVpay Customer Service.
Transfer a travel product to another card	You can transfer a travel product to another card straight away via your "My Account" page on the website of the company where you purchased it.
Request a refund	Refunds of the balance on your OV-pas can only be paid into a current account. Before the refund is processed, we will check that all journeys have been paid for and that the balance is positive. Refunds will be processed within 7 days.
Buy a replacement OV-pas	You can arrange this via the OVpay app or at www.OVpay.nl .
Cancel your OV-pas	You can cancel your OV-pas via the OVpay app. Once your OV-pas has been cancelled, you will no longer be able to use it. Any remaining credit will be transferred to your current account. An OV-pas with a negative balance cannot be cancelled. If your OV-pas has expired, it will be automatically cancelled.
Change card details	You can update your card details in the OVpay app or via OVpay.nl . You cannot change the email address associated with your OVpay account. However, you can create a new account using a different email address.
P+R	For the time being, please continue to use an OV-chipkaart if you are making use of the free parking scheme for public transport users at gated, paid P+R car parks. This is because the scheme does not yet work if you pay by debit or credit card.
Customer Service OVpay	For service and support, please contact OVpay Customer Service online or by phone: • www.OVpay.nl service & contact • Telephone number 0900-1433 (standard call charges apply)

RET Customer Service	For suggestions, complaints and enquiries, please contact RET Customer Service via: • Email: klantenservice@ret.nl • WhatsApp: 06 2889 2889 • Facebook: @RETreizen RET Customer Service • Instagram: @retrotterdam • Telephone: 0900 - 500 6010 (standard call charges apply) • Mail: RET, Customer Service Department, PO Box 112, 3000 AC Rotterdam You can also visit an RET Service Point at the Beurs, Rotterdam Centraal, Spijkenisse or Zuidplein metro stations.
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