



Basic: Travel Balance

Check in and out on public transport using a contactless debit or credit card—including on your mobile device—or with a 'OV-pas' or 'OV-chipkaart', and pay for the distance traveled.

Who is it for?

If you travel by public transport occasionally or regularly and use one or more public transport companies.

Please note: For the time being, continue to use a OV-chipkaart if you are taking advantage of the free parking arrangement for public transport users at enclosed, paid P+R lots.

Where can you use it?

You can use your prepaid balance to travel on all public transport systems in the Netherlands. With RET, this includes the metro, tram, bus, neighborhood bus, and night bus.

How to use it?

- Debit or credit card
With a contactless debit or credit card—including one on your phone—you can travel on public transport immediately. You don't need to register anywhere in advance, unless you're a child (ages 4–11) or senior (65+) and want to take advantage of the 34% age-based discount.
If you use a debit card, make sure there is sufficient balance in your checking account to cover all public transport trips for a single day. If you use a credit card, ensure you have sufficient available credit before traveling.
For more information, see: [Information and Services for Debit and Credit Cards 2026](#) (Dutch).
- OV-pas
To travel using a OV-pas, you must have sufficient funds available to cover the entire cost of your trip. Please note the amounts applicable to the daily minimum and the minimum balance requirement. The funds you have loaded are held in an account managed by Translink that is linked to your OV-pas. If you are a child (ages 4–11) or a senior (65+), and you wish to take advantage of the 34% age-based discount, please add your personal information to your OV-pas. For more information, see: [OV-pas Information and Services 2026](#) (Dutch).
- OV-chipkaart
You can travel using a personal or anonymous OV-chipkaart. Make sure to load enough credit onto your OV-chipkaart to cover your trip. On RET services, you need a positive balance of at least €0.00 to check in. If your trip costs more than €4.00, load extra credit onto your card; otherwise, you won't be able to check out. On RET night buses, a positive balance of at least €2.50 is required to check in. With a personal OV-chipkaart, children (ages 4–11) and seniors (65+) automatically receive a 34% age-based discount. For more information, see: [Information and Services OV-chipkaarten 2026](#).
- The fare you owe is calculated based on the check-ins and check-outs made with your pass or card.
- Always check in and out with your debit card, credit card, OV-pas, or OV-chipkaart; otherwise, you will not have a valid ticket and risk a fine. Always use the same pass or card when checking in and out. Also, always check in and out when transferring.

- If you have multiple cards, hold only the plastic card or mobile device you intend to use for travel in front of the card reader when checking in and out, and make sure the other cards are kept out of the way. Other debit cards, credit cards, OV-passes, and OV-chipkaarten can interfere with each other if you hold them in front of the card reader at the same time.

Fares

- The basic fare calculation (full fare) is as follows: for every journey, you will pay a basic fare of €1.16 with the RET in 2026, plus a charge for every kilometre travelled, namely €0.178 in the Rotterdam region and €0.201 in the The Hague region. Children and senior citizens receive a 34% discount on both the basic fare and the per-kilometre fare.
- If you change services within 35 minutes, you only need to pay the basic fare once. This rule also applies if you change to a bus, tram or metro operated by another public transport company, but does not apply if you are changing to or from a train.
- On the RET night bus, you pay a fixed fare of €6.50 for a journey of up to 2 hours; no basic fare applies here.
- If you do check in but miss your check-out, you pay a correction fare of €4.00. On the RET night bus, this is €6.50.
- If you do not check in but do check out, you will be charged a correction fee of €4.00. For the RET night bus, this is €6.50.
- If, after checking in with the RET, you do not check out within 2.5 hours but only do so later, you will have two incomplete journeys and will pay the €4.00 surcharge twice. On the RET night bus, you will pay €6.50 twice if you do not check out within 2 hours but only do so later.
- If you check out at the gates at the same metro station within 20 minutes of checking in, you pay nothing. Handy if you want to take someone to the platform and see them off. If you only check out after 20 minutes at the same station, you pay the basic fare.

Sales and service

Debit cards, credit cards and OV-pas

You can apply for a debit card or credit card for use on public transport at a bank or credit card company that participates in OVpay.

You can apply for a OV-pas and top up your balance via OVpay.nl or the OVpay app.

If you have overpaid due to a missed check-in or check-out, you can request a refund via your OVpay account, OVpay.nl/reisoverzicht or the OVpay customer service helpline. Refunds for missed check-ins or check-outs do not apply to the RET night bus.

OV-chipkaart

You can top up your balance at the following locations:

- Metro stations: Ticket and top-up machines, and top-up machines.
 - Shops (Primera and Tabac & Gifts): Top-up and collection machines.
 - Order via www.ret.nl or www.ov-chipkaart.nl and then collect from a collection point. You can find a collection point via <https://www.ov-chipkaart.nl/en/service-point-locator>.
 - RET Service Points: check <https://www.ret.nl/en/home/ret-service-points-and-opening-hours.html> for locations and opening hours.
- A minimum top-up amount of €10 applies at the service points.

You can request a refund for any overpaid balance due to a missed check-in or check-out via www.uitcheckgemist.nl. Refunds for missed check-ins or check-outs do not apply to the RET night bus.

Privacy

Debit Card, Credit Card

The RET is the data controller as defined in the General Data Protection Regulation (GDPR). When you travel with the RET using your debit card and/or credit card, your personal data is processed. This data is required, among other things, to fulfil the transport contract concluded with you. The RET processes your personal data in accordance with the GDPR. For further information, please visit www.ret.nl/privacy or email your query to privacy@ret.nl.

Public Transport Chip Card and OV-pas

When you apply for an OV-pas and/or a personal OV-chipkaart, and whilst travelling, your personal data is collected. This data is required, amongst other things, to fulfil the agreement entered into with you. The OV-pas and personal OV-chipkaart are purchased from Translink in its capacity as card issuer. Translink is responsible for processing your personal data in connection with your card or pass, including cancellation and blocking in the event of loss or theft. The transport operator is responsible for processing your personal data in connection with your transaction details, such as your travel details. You can find more information about the processing of your personal data on our website www.ret.nl/privacy.

Terms and Conditions of Carriage

The General Terms and Conditions for Public Urban and Regional Transport apply to the carriage of passengers. In addition, the terms and conditions for 'checking in and out with your debit or credit card' and the OV-pas terms and conditions apply to the use of debit cards and the OV-pas on public transport. You can view these terms and conditions at

<https://www.ret.nl/home/reizen/reisregelsvoorwaarden.html> or request them from RET customer service on 0900 500 6010. You will be charged your standard call rates for this information number.

Other terms and conditions

The terms and conditions of the relevant app apply to the use of an app.

The bank/credit card terms and conditions of your bank or credit card company apply to the use of debit and credit cards.