

Special Terms and Conditions

EuroCity Rotterdam

1. Regularisation of passengers

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Regularisation of passengers applies to individuals travelling on EuroCity trains between Belgium and the Netherlands who

- board or travel without a valid ticket for the journey, or
- hold a ticket granting access to a specific fare but are unable to present documents proving entitlement to that fare (e.g. ID card, document showing eligibility for a special fare, discount card), or
- hold a ticket that is not valid for the route, travel date, class, or type of train being used, or
- commit an offence on the train through their behaviour.

HOW IS MY TICKET CHECKED?

- SNCB-NMBS or NS (Dutch Railways) staff will check whether your ticket is valid either on the platform, before you board, or on board the train.
- If necessary, your ID or the document proving your entitlement to a specific fare may also be checked to ensure you meet the fare conditions applicable to your journey.

HOW DOES REGULARISATION WORK?

You are not in possession of a (valid) ticket

If you are travelling on a EuroCity train between Belgium and the Netherlands without a valid ticket, or you are unable to present documents proving your entitlement to specific travel conditions,

you should report this to the train conductor spontaneously and as soon as possible. They will ask you to purchase a ticket from the range of products available on board at the On-Board Fare.

The On-Board Fare is the price of your ticket purchased from the train conductor. This price consists of two components:

- ② The price of the journey from the range of products sold on board the train;

- The 'On-Board Fare Supplement'. This is the supplement with which the cost of the journey sold on board is automatically increased by the train conductor's sales system. The On-Board Fare Supplement is always charged in full, even if you are entitled to a discount on the standard ticket price.

The On-Board Fare is charged per passenger, for a one-way ticket.

You do not purchase a ticket at the On-Board Fare

If you don't have a valid ticket and decide not to buy a ticket at the On-Board Fare, then the train conductor will make a formal record (the "Regularisation") of your situation according to the nationally applicable regulations.

You can always contact our customer service department (see below) if you believe you had legitimate reasons for not presenting a valid ticket or purchasing a ticket at the On-Board Fare.

Under Belgian law, travelling without a valid ticket is punished according to Articles 15(1) and (18) of the Law of 27 April 2018 on the Railway Police. Falsifying a travel document, using a counterfeit ticket, or misusing someone else's identity (e.g. using another person's ticket or accompanying documentation) is punishable under Article 16 of the same law.

In such cases, our train conductor will prepare a Regularisation upon presentation of your ID. This document is loaded onto an electronic chip card, which is handed to you at the time the report is drawn up. You can consult the contents and payment terms at a ticket counter or vending machine for national travel, as well as on our website belgiantrain.be ([Ticket on the Train](#)).

From the moment you receive the Regularisation, you have 14 calendar days, including the date of the offence, to regularise your situation within the framework of this "amicable" phase, by paying a fixed fee of €90.

In accordance with Article 32 §1 of the aforementioned Law of 27 April 2018, this payment cancels the administrative or criminal claim against you. In order to regularise your situation within the prescribed timeframe, either a report or an official statement will be drawn up against you, depending on the circumstances, and will be submitted either to the sanctioning official or to the competent public prosecutor, as appropriate.

In addition, if you do not have a valid ticket for your trip and refuse immediate payment on the train, you may be denied access to the train or barred from continuing your journey. This does not affect the formal recording of the irregularity, as mentioned above. In such a case, you are not entitled to any compensation.

Violation of passenger safety or comfort

During your EuroCity journey, you must comply with all applicable laws and regulations. On Belgian territory, the provisions of the Law of 27 April 2018 on the Railway Police specifically apply.

This law outlines a number of offences which may, depending on the situation, lead to either criminal prosecution or administrative penalties.

In addition to any punitive sanctions that may result from these proceedings, SNCB-NMBS reserves the right to claim compensation for any damage it may have suffered as a result of such offences.

Where circumstances justify it, you may also be removed from the train or station, without any entitlement to compensation or a refund of your ticket.

We would also like to remind you that, in addition to the specific offences listed in the Law of 27 April 2018 on the Railway Police, you are also required to comply with the instructions of station staff, train attendants, and security personnel. This includes proving your identity when requested, by presenting your identity card or any other official document that clearly confirms your identity, during checks relating to compliance with the law or the terms of carriage.

Issues with the ticket sales network ('Inability to Purchase')

If it was technically or organisationally impossible to purchase a ticket at one of our ticket counters, our staff will issue you a document titled 'Inability to Purchase'. This document serves as proof that we were temporarily unable to provide you with an international ticket.

You must present this document to the train conductor before boarding the train. If their ticketing system allows, they will sell you a ticket from the range available onboard, at the applicable fare. If this is not technically possible, you will be asked to purchase a ticket at the On-Board Fare.

In the latter case, you can subsequently request a refund of the onboard supplement you paid. To do this, please contact our customer service (see below) and include both your ticket and the 'Inability to Purchase' document with your request, along with your bank account number.

Do you disagree with the actions of our train conductor?

Please send us your complaint within 14 days of your journey:

By letter:
SNCB-NMBS Marketing & Sales
SNCB-NMBS Regularization & recovery
10-14 B-MS.1421
Avenue de la Porte de
Hal 40 B – 1060
Brussels

Attach your original ticket, number of the potential report of an irregularity and any other relevant documents to your application.

Via our [contact form](#)

In this case, keep your original documents. We may request them when dealing with your request.