

Special Conditions

Eurocity Direct Amsterdam

1. General Conditions

In order to use the Eurocity Direct offer, passengers must take note of the General Conditions of Carriage for Rail Passengers (GCC-CIV/PRR) and these Special Conditions of Carriage and Sale (hereinafter the 'Special Conditions'). These documents are accessible on the [SNCB International website](#).

In case of conflict between the General Conditions (GCC-CIV/PRR) and these Special Conditions, the latter shall prevail.

SNCB reserves the right to amend the Special Conditions at any time, it being understood that such amendments will not have retroactive effect.

2. Boarding and safety

WHO IS IT FOR?

The following safety regulations apply to all persons travelling with Eurocity Direct.

BOARDING

- Make sure you are on board at least 2 minutes before the train departure time. After that, you may be denied access to the train because the train departure procedure will have been initiated.
- Do you not have a valid ticket when you board? Notify the train conductor immediately so that your situation can be regularised.

3. Accompanied child or child travelling alone

WHO IS IT FOR?

For children under the age of 12 travelling with Eurocity Direct, we distinguish 2 groups:

- Children accompanied by an adult (at least 18 years old) in possession of a valid ticket that is not a group fare, railcard or special fare,
 - Children travelling alone.
- a) Children under the age of 12 travel free provided they:
- are accompanied by an adult (at least 18 years old) in possession of a valid ticket that is not a group fare, railcard or special fare,
 - travel the same route as the adult (same departure station, border point and

- destination station),
- travel in the same class as the adult, and
 - travel with a maximum of 4 children per accompanying adult. Any child above this number travels at the Child fare.

The child must be in possession of a valid document proving their age. This document must be presented at the request of the train conductor.

- b) A child may only travel alone if current legislation in Belgium and the Netherlands permits it. They must be at least 6 years old.

A child travelling alone pays the Child fare.

4. Carry-on luggage

IS LUGGAGE ALLOWED?

During your journey with Eurocity Direct, you may carry items or personal belongings (e.g. clothes, household linen, toiletries, books, sports equipment for holiday purposes) free of charge as hand luggage in the carriages of the train.

WHAT LUGGAGE IS ALLOWED?

- Luggage that is easy to carry, the transport of which is in compliance with the regulations of customs, police or other administrative authorities.
- A maximum of 3 pieces of hand luggage (e.g. suitcases, travel bags, backpacks) per person, totalling a maximum of 30 kg.
- Items that take up a lot of space (e.g. skis, musical instruments, strollers) should be placed in the space provided for this purpose. These items should be disassembled, folded or wrapped if necessary.
- In exceptional circumstances, for some trains we may limit the hand luggage per person in terms of number of pieces and size.
- Do you wish to take your bicycle on the train? See Art. 6.

AND NOT ALLOWED?

- Surfboards, mopeds and motorcycles are not considered carry-on baggage and are never carried.
- The following items are prohibited as carry-on luggage (without limitation):
 - Dangerous substances and items (weapons; explosive or flammable substances or items; corrosive, flammable, toxic or radioactive substances; disgusting or contaminated items, etc.);
 - Weapons (loaded or unloaded), unless the holder is legally entitled to carry them (e.g. police). Firearms and shooting weapons (pistols, revolvers, replicas, etc.) and pointed or sharp objects (knives, axes, cleavers, arrows, etc.).

Our train staff have the right to check the nature of the items you bring into the carriages. If you do not give your consent to this or if you are absent, the intervention of the police may be used for this purpose.

HOW TO TRANSPORT?

- Your luggage must have a name tag.
- Place your luggage in the luggage compartment provided for that purpose: above (except folding bikes) or under the seat or in a similar space. Luggage must not take up more space than that provided for this purpose.
- Your luggage must not obstruct other passengers or train staff, cause damage (e.g. to other passengers, other luggage or to the train), or interfere with rail transportation.
- The transport of bicycles, wheelchairs or strollers to the train is your responsibility. You are also responsible for loading, transloading and unloading them yourself at the place designated by and under the supervision of the train staff.
- The luggage you bring on your journey is under your supervision. Under no circumstances can the carrier be held liable for the loss or theft of your luggage.
- The train staff have the right to check the nature of the items you bring into the train. If you do not consent to this or if you are absent, the intervention of the police may be used for this purpose.
- Never leave your luggage unattended. If you find an item that has been left unattended, please report it to our staff immediately.

Our staff may examine any luggage left unattended and check its contents. In addition, our staff may remove these items from the train and destroy them if they or the authorities deem this necessary for operational safety or passenger safety.

WHAT DOES IT COST?

Carriage of carry-on luggage is free of charge.

5. Dogs and small pets

WHAT ANIMALS ARE ALLOWED?

The following animals may travel aboard Eurocity Direct:

- Dogs on a leash and muzzled. No muzzle is required for guide dogs, provided that the person with reduced mobility can present a valid Free Companion card (for more details see Art. 7 People with reduced mobility);
- Dogs and other pets in a cage, basket or transport box with maximum dimensions of 30 cm x 30 cm x 55 cm.

Transport boxes for pets are designed so that they do not injure or soil passengers, or damage or soil the carriage or the carry-on luggage present therein. They may be put on the passenger's lap or stored as carry-on luggage.

Animals must be accompanied by a passenger in possession of a valid ticket. They must not harm or endanger other passengers.

AND NOT ALLOWED?

Animals considered dangerous are not allowed aboard the train.

WHAT DOES IT COST?

- The ticket for a dog on a leash is always issued in 2nd class, even if the dog's owner travels in 1st class. A flat rate (€6) applies.
- Small pets in a transport box travel free of charge.
- Guide dogs travel free of charge. For travel with a free guide dog, see Art. 7.

6. Transportation of bicycles

CAN I TAKE MY BIKE ON THE TRAIN?

You can take your bicycle with you on your journey with Eurocity Direct under certain conditions. However, because Eurocity Direct runs on the high-speed line, the number of bicycles per train is limited to 12 for safety reasons. Where possible, priority in this respect is given to international passengers.

It is not possible to reserve a place on board for your bicycle.

Our train conductors ensure on the platform and on board that the maximum number of bikes is not exceeded.

This maximum does not apply to folding bicycles. You can bring these free of charge as carry-on luggage. For more information, see Art. 4.

UNDER WHAT CONDITIONS CAN I TAKE MY BIKE WITH ME?

- You must have a bicycle ticket to transport your bicycle. A bicycle ticket is always issued for 2nd class, even if you travel in 1st class. Only one bicycle may be carried per passenger with a valid ticket.
- The following types of bicycles may be taken on the train: bicycle, electric bicycle (battery must remain in the bicycle).
- Tandems, tricycles, segways and recumbent bicycles are allowed only when used as an aid by passengers with disabilities. In that case, passengers must have a disability pass and/or a disability sticker on the aid.
- **Not allowed:** cargo bikes, bicycle trailers, beach wagons and similar. Mopeds are not allowed either.
- A folding bike may be carried for free when folded.

Bicycles used as an aid for a person with reduced mobility are free of charge.

Your bicycle ticket is only valid if you also have a valid ticket for the same journey.

You can bring a folding bike free of charge as carry-on luggage. In that case, place your folding bike in the luggage compartment provided for this purpose in your carriage.

- You are responsible for loading, transloading and unloading your bike yourself. This must be done at the place designated by our train conductors and under their supervision.
- Place your bike in the bike space provided for this purpose.
- Do not leave any luggage on your bike during the train journey.

7. People with reduced mobility

WHO IS IT FOR?

For all persons travelling with Eurocity Direct who require assistance in doing so because of their reduced mobility.

IN WHICH STATIONS?

There are several categories of stations where assistance is possible:

- Stations offering an assistance service for all people with reduced mobility (including people with reduced mobility in motorised or non-motorised wheelchairs);
- Stations where assistance is offered to people with reduced mobility who are not in a wheelchair or whose disability allows them to get up from the (folding) wheelchair, who can take stairs and get on the train without a mobile ramp;
- Stations that collaborate with taxi companies and provide a transportation service to people with reduced mobility* (including people with reduced mobility in motorised or non-motorised wheelchairs) to enable them to reach the nearest station with an assistance service from a station without such a service. This service is available upon reservation according to the procedure.

The list of stations by type of assistance can be consulted at snbc.be via the following link:

[Passengers with reduced mobility](#)

SNCB's liability is always limited to the transportation by train of the person with reduced mobility.

HOW TO MAKE USE OF THIS?

First, purchase your international ticket.

Spaces reserved for wheelchair users are located right next to spacious restrooms, which are accessible to wheelchair passengers. You must reserve your seat at the time of ticket purchase (subject to availability).

You can reserve the ticket at the preferential rate for wheelchair users, associated with a specific seat for the wheelchair in 1st class:

- By phone at +32 (0)2 607 30 04 or +32 (0)70 79 79 79 from Monday to Friday from 8 a.m. to 8 p.m., and during weekends and holidays from 9 a.m. to 4.30 p.m.
- Go to 'Book wheelchair seat' on the [B-europe](#) website.

Then book your assistance request:

- online at www.b-europe.com , 'FAQ' section;
- or by phone via the Contact Center at +32 (0)2 607 30 00 (open daily from 7 a.m. to 9.30 p.m.); or send a message via [Facebook](#) or [X \(formerly Twitter\)](#) (daily from 6 a.m. to 9.30 p.m.);
- or via the SNCB ASSIST app (this app is not integrated with the SNCB app and can be downloaded for free via Google Play Store (Android) or via the App Store (iOS – Apple)).

Useful information:

On the day of your journey, present yourself at the agreed meeting point at least 30 minutes before the departure of your train (1 hour if travelling on a Eurostar train departing from the Eurostar terminal (to Lille and London)).

Receive free confirmation of your assistance by text or email:

To make use of this completely free service, check the option 'I would like to receive confirmation of assistance by text or email' when you make your reservation online or let our operator know when you make your telephone reservation.

HOW MUCH DOES IT COST?

Assistance services and equipment are provided free of charge.

FREE COMPANION FOR PERSON WITH REDUCED MOBILITY

A person with reduced mobility in possession of one of the following cards is entitled to bring 1 companion and/or 1 companion dog:

- Free Companion card (Belgium)
- Carte d'invalidité C (Luxembourg)
- OV-Begeleiderskaart (Netherlands)
- European Disability Card with the letter 'A' on it
- National free companion card from another European country

If the person with reduced mobility is in possession of one of the national cards from one of the Benelux countries, this card is sufficient as a ticket for the companion and therefore no separate ticket for the companion needs to be purchased. If the person with reduced mobility is in possession of an EU Disability Card with the letter 'A' on it, or a national card from another European country, then a Companion ticket must be purchased. If the person with reduced mobility is in possession of a national free companion card from a European country outside the Benelux, the ticket for the free companion can only be issued in the country where the discount card was issued. Therefore, it is best to purchase a ticket for the outward and return journey at the same time.

The companion must travel in the same class and on the same route as the person with reduced mobility.

If the person with reduced mobility is a child under the age of 12, they must be in possession of a ticket at the Child fare to enjoy the Free Companion discount. A child under the age of 12 travelling for free accompanied by an adult is not entitled to this discount.

SPECIFICS

Oxygen cylinder for respiratory insufficiency

- People with respiratory insufficiency are permitted to carry oxygen cylinders on board domestic trains, provided that such oxygen cylinders are kept upright.
- Under no circumstances can SNCB be held liable for direct or indirect damage of any kind caused by the depletion of oxygen reserves in the respirator, regardless of whether this is due to contractual or non-contractual negligence on the part of SNCB, in particular when the negligence on the part of SNCB causes train delays.

Guide dog

- A person with reduced mobility who is assisted by a guide dog may take that dog free of charge in the class corresponding to their ticket.

- The passenger must present a personal dog pass delivered by an approved guide dog training centre. This pass must be validated annually by that training centre. The pass serves as the ticket for the guide dog.
- The dog must be kept on a leash, may not sit on the seats, and must not cause a nuisance to passengers or train staff.
- Guide dogs 'in training' travel according to the same modalities provided that the dog's handler can prove that it is indeed a guide dog in training.

Mobile ramp

- A mobile ramp (adapted to the different platform heights) is available to facilitate the entry and exit of a person with reduced mobility, in possession of a wheelchair (manual or electric) or any other means of transportation used for movement.
- These ramps are used only by SNCB staff.
- The maximum weight that can be carried by the ramp is 300 kg. The dimensions of wheelchairs (manual or electric) or any other means of transportation used for movement must not exceed 75 cm in height and 120 cm in width.
- A specific safety procedure is followed to help board the train. Before allowing a person in possession of any of the aforementioned means of transport to board and disembark, a mobile signal lamp is set up on the train to alert the train conductor that a person with reduced mobility wishes to board or disembark.

Wheelchair

- The wheelchair of people with reduced mobility* travelling on SNCB trains on the Belgian network is transported free of charge.
- Wheelchair means any conventional wheelchair, tricycle or other vehicle powered manually or by electric battery, to the extent that its use is for the transport of a person with reduced mobility.
- The wheelchair (including the user) must not weigh more than 300 kg and must not be more than 75 cm wide and 120 cm long.
- The person with reduced mobility is fully responsible for loading, transloading, unloading and securing the wheelchair, when these operations are performed by the person themselves, by an accompanying person or by SNCB staff who are not authorised to do so.
- People with reduced mobility* in electric wheelchairs operate their wheelchairs themselves and bear full responsibility for them.

Blue parking pass

- Holders of a blue parking pass for people with reduced mobility* can park their car for free in a parking space provided for that purpose in the paid car parks, provided they are not automated (= equipped with **barriers**). **The terms contained in the rules of the car park in question apply.**

Luggage

- If you are a passenger with reduced mobility who has requested assistance for a journey in Belgium or to travel abroad, the employee in charge can help you carry **one piece of luggage** of the trolley

bag type (on wheels and equipped with an extendable handle). The weight of your luggage must not exceed 16 kg.

You may carry multiple pieces of luggage, but the employee in charge cannot carry them for you while performing assistance.

SNCB does not have a luggage delivery service. At Brussels-Midi station, [Wibag](#) does offer a paid luggage service.

8. Cancellation, delay and missed connection

WHAT ARE MY RIGHTS?

Your rights as a passenger are described in [Regulation 2021/782 on rail passengers' rights and obligations](#) and in the [international General Conditions of Carriage](#).

HOW CAN I EXERCISE MY RIGHTS?

Do you wish to exercise your rights and did you buy your tickets from SNCB?

- Then send us your request within three months after the travel date concerned via the online [contact form](#).

Indicate your ticket reference (7-letter DNR code) and keep your original documents. We may request them when processing your request.