

## TERMS OF USE STANDARD TICKET

### Features

|                    |  |
|--------------------|--|
| Target group       | No restriction.  |
| Area of validity   | Journey between 2 Belgian stations/stops, not including border stations  |
| Period of validity | All days. No limitation.   |
| Discounts          | None.  |
| Surcharges         | <a href="#">Diabolo surcharge</a> <b>included</b> in the total price. In the case of a round-trip ticket this surcharge is calculated twice. Once for the outward journey and once for the return journey. |

### Ticket conditions

|                                | Online     |     |     |         |           |              | Remarks  |
|--------------------------------|------------|-----|-----|---------|-----------|--------------|--|
|                                | PDF / Mail | eID | SMS | Counter | Dispenser | On the train |  |
| Sales channels                 | ✓          | ✓   | ✓   | ✓       | ✓         | ✓            |  |
| VIA ticket                     | ✓          | ✓   | ✗   | ✓       | ✓         | ✓            |  |
| Class upgrade                  | ✗          | ✗   | ✗   | ✓       | ✗         | ✓            |  |
| Break in journey               | ✓          | ✓   | ✗   | ✓       | ✓         | ✓            | Only with VIA ticket   |
| Journey extension              | ✓          | ✓   | ✓   | ✓       | ✓         | ✓            |  |
| Changing route                 | ✗          | ✗   | ✗   | ✗       | ✗         | ✓            |  |
| Alternative return journey     | ✗          | ✗   | ✗   | ✓       | ✗         | ✓            | No restriction if the departure station of your return journey is one of the 9 stations at the Belgian coast |
| Refundable                     | ✗          | ✗   | ✗   | ✓       | ✗         | ✗            | See <a href="#">Ticket refund</a>  |
| In your name                   | ✓          | ✓   | ✗   | ✗       | ✗         | ✗            |  |
| Transferable                   | ✗          | ✗   | ✗   | ✓       | ✓         | ✗            |  |
| Valid in 1 <sup>st</sup> class | ✓          | ✓   | ✓   | ✓       | ✓         | ✓            |  |
| Valid in 2 <sup>nd</sup> class | ✓          | ✓   | ✓   | ✓       | ✓         | ✓            |  |
| Single journey                 | ✓          | ✓   | ✓   | ✓       | ✓         | ✓            |  |
| Return journey                 | ✓          | ✓   | ✓   | ✓       | ✓         | ✓            |  |

For more explanation about these terms, please visit the webpage [Frequently used terms](#).