

TERMS OF USE BIKE/TANDEM CARD

| Features | |
|--------------------|---|
| Target group | Bike, tandem or trailers |
| Area of validity | Journey between 2 Belgian stations/stops, not including border stations Not valid on the buses between Libramont and Bastogne Also applicable for journeys to Maastricht (+ Maastricht Randwyck and Eijsden), Aachen (via Aachen-Süd-Gr) and Roosendaal |
| Period of validity | Card bought at the counter: valid for 1 year. Date of travel has to be filled in manually Card bought on the train: valid after you received it Card bought online: valid on date and route mentioned on ticket |
| Discounts | None. Fixed price |
| Surcharges | No Diabolo surcharge |

| Ticket conditions | | | | | | | |
|--------------------------------|------------|-----|-----|---------|-----------|--------------|--|
| | PDF / Mail | eID | SMS | Counter | Dispenser | On the train | Remarks |
| Sales channels | ✓ | ✗ | ✗ | ✓ | ✓ | ✓ | |
| VIA route | ✗ | ✗ | ✗ | ✗ | ✗ | ✗ | |
| Class upgrade | ✗ | ✗ | ✗ | ✗ | ✗ | ✗ | Not applicable |
| Break in journey | ✗ | ✗ | ✗ | ✗ | ✗ | ✗ | Not allowed |
| Journey extension | ✓ | ✗ | ✗ | ✓ | ✓ | ✓ | |
| Changing route | ✗ | ✗ | ✗ | ✗ | ✗ | ✗ | |
| Alternative return journey | ✗ | ✗ | ✗ | ✗ | ✗ | ✗ | |
| Refundable | ✗ | ✗ | ✗ | ✓ | ✗ | ✗ | Only for unused cards (bought at the station) during validity period |
| In your name | ✗ | ✗ | ✗ | ✗ | ✗ | ✗ | |
| Transferable | ✗ | ✗ | ✗ | ✓ | ✓ | ✗ | |
| Valid in 1 st class | ✗ | ✗ | ✗ | ✗ | ✗ | ✗ | A part of the card has to be attached to the bike |
| Valid in 2 nd class | ✗ | ✗ | ✗ | ✗ | ✗ | ✗ | |
| Single journey | ✓ | ✗ | ✗ | ✓ | ✓ | ✓ | |
| Return journey | ✗ | ✗ | ✗ | ✗ | ✗ | ✗ | |

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