



Ferrovie Appulo Lucane

FORM REIMBURSEMENTS

FERROVIE APPULO LUCANE

CORSO ITALIA N. 8

70125 - BARI

ITALY

relazioniesterne@ferrovieappulolucane.it

Data of the complainant

Name*:	Surname*:
Date of birth*:	State*:
City*:	Province*:
Address*:	Zip code*:
Email*:	Phone number:

Type of purchase*

TRAIN

- Single ticket
 Weekly ticket
 Monthly ticket

BUS

- Single ticket
 Weekly ticket
 Monthly ticket

Purchasing channel*

- Website
 App
 Self-Service
 Ticket Office

Ticket number*

Train
 Bus

Nature of the complaint*

Date of the travel: Train number: Bus number:

Reimbursements of the single tickets in case of irregular services
 Reimbursements for monthly tickets in case of repeated irregular services
 Reimbursements in case of no respect of the times communicated for the recovery of the availability of infrastructures or equipment of the stations
 Reimbursements in case of no respect of the indications given in relation to the usability of the rolling stock
 Automatic compensation in case of delayed response to the complaint

Description of the request*

Attachments: Copy of the tickets or other document. (size of the file max 1Mb; formats allowed: jpg, png or pdf)

*The fields marked with an asterisk are mandatory

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www.ferrovieappulolucane.it

Numero verde 800 050 500