

FOR NON-OPERATION OF THE TRANSPORT

As regulated by EC Regulation No. 1371/2007, in case of irregular services, due to non-compliance attributable to Ferrovie Appulo Lucane srl, for which a delay in arriving at the final destination of the journey of more than 60 minutes is foreseeable, the Customer can obtain reimbursement of the cost of ticket purchased:

- for the part of the travel not yet made;
- for the entire travel if the Customer does not intend to start the travel;
- for the entire travel (including the part already made) if the continuation of the travel is no longer useful in relation to the initial programme.

To obtain a reimbursement, the single ticket must be validated upon departure no earlier than 15 minutes from the start of the disruption that caused the inconvenience and no later than the time in which it ends.

For season ticket holders, the reimbursement is equal to the amount of the daily fee compared to the cost of the season ticket.

To obtain a reimbursement of the purchased and unused ticket, for the aforementioned reasons, the Customer, within 48 hours following the event that generated the reimbursement request, must send a formal request using the methods indicated in the "Reimbursement" page, attaching a scan of the travel document; in case of a ticket purchased online or via the App, the ticket identification number, date and time of purchase of the travel ticket must be indicated. Furthermore, the Customer must declare: day, place, time and line subject to the lack of service.

Within 30 days from the date of receipt of the reimbursement request, after having carried out further checks and accepted the request, the Company will send a communication to the Customer to inform of the right to a refund and the methods of reimbursement.

The communication is also sent in case of non-recognition.

No form of reimbursement is foreseen:

- for missed or irregular services due to causes of force majeure, such as natural disasters, atmospheric events, vehicle unexpected events, strikes and, in any case, for causes deriving from situations not attributable to the Company;
- if its amount is less than 4 Euros;
- in case of theft, loss, deterioration of the ticket and in case of non-use due to the Customer's own actions;
- for tickets and season tickets at promotional rates.

