

# REIMBURSEMENTS

To protect the customer, forms of reimbursement have been provided following irregularities or disservices attributable to the Company during the performance of the service.

## **Refund requests are indicated for:**

- ANOMALIES IN THE PURCHASE OF TRAVEL TICKETS ONLINE
- ANOMALIES IN THE PURCHASE OF SELF-SERVICE TRAVEL TICKETS
- FOR NON-OPERATION OF THE TRANSPORT

## **Reimbursement claims are expected for:**

- REIMBURSEMENT FOR SINGLE RIDE TICKETS IN CASE OF IRREGULAR SERVICES
- COMPENSATION FOR MONTHLY REIMBURSEMENTS IN CASES OF REPEATED IRREGULAR SERVICES
- REIMBURSEMENT IN THE EVENT OF FAILURE TO COMPLY WITH THE TIMES COMMUNICATED FOR RESTORATION OF THE AVAILABILITY OF INFRASTRUCTURES OR STATION EQUIPMENT
- REIMBURSEMENT IN THE EVENT OF FAILURE TO COMPLY WITH THE INFORMATION PROVIDED REGARDING THE USABILITY OF THE ROLLING STOCK

## **The reimbursement requests can be forwarded via**

- Email to [relazioniesterne@ferrovieappulolucane.it](mailto:relazioniesterne@ferrovieappulolucane.it);
- Regular mail addressed to the registered office of the Company Ferrovie Appulo Lucane s.r.l. – corso Italia, 8 – 70123 BARI
- Fax at +39.080.57 25 497

**For the reimbursement requests, Ferrovie Appulo Lucane has set up the “REIMBURSEMENT FORM”**

