

REIMBURSEMENT FOR SINGLE RIDE TICKETS IN CASE OF IRREGULAR SERVICES

In cases where a delay of more than 60 minutes is foreseeable in arriving at the final destination of the journey, due to non-compliance attributable to Ferrovie Appulo Lucane srl, the user who has not requested a refund according to the instructions given in the “Refunds” section and has continued the journey towards the final destination with the replacement bus services made available if necessary or with the first available journey, or by following an alternative itinerary without paying any price difference, he can request the recognition of a delay compensation equal to:

- 25% of the single ticket price for a delay between 60 and 119 minutes;
- 50% of the single ticket price for a delay of 120 minutes or more.

For season ticket holders, the reimbursement is calculated, in the percentages specified above, compared to the daily quota of the full cost of the season ticket. To obtain the reimbursement, the user must within 48 hours following the event that generated the request for reimbursement, in case of single journey tickets, or within 48 hours following the expiry of validity of the travel ticket, in the case of weekly and monthly season tickets, will have to forward a formal request through the methods indicated on the “Reimbursement” page to Ferrovie Appulo Lucane srl, accompanied by the original travel document and a copy of the identity document.

In the 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 user must declare: day, place, time and line affected by the delay. In the case of sending via the Postal Service, the stamp of the accepting Post Office will prevail.

The request can also be forwarded by filling out the appropriate “REIMBURSEMENT REQUEST FORM” or by filling out the form below. 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 proceed with sending the feedback to the user with the indication of the payment methods.

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

The right to reimbursement is not recognized:

- to holders of free tickets;
- to holders of tickets and season tickets at a promotional rate;
- for missed or irregular services due to causes of force majeure, such as natural disasters, atmospheric events, vehicle accidents, strikes, road interruptions or, in any case, for causes deriving from situations not attributable to the Company;
- if the user was adequately informed of the delay at the time of purchasing the ticket;
- if the delay in the expected arrival time by continuing the journey on a different service or based on an alternative itinerary remains less than 60 minutes;
- if its amount is less than 4 Euros

