

COMPENSATION FOR MONTHLY REIMBURSEMENTS IN CASES OF REPEATED IRREGULAR SERVICES

In the event of repeated irregular services, due to non-compliance attributable to Ferrovie Appulo Lucane srl, monthly season ticket holders are entitled to compensation equal to 10% of the cost of the monthly season ticket if the monthly reliability index published on the website is lower or equal to 90%. Passengers with a monthly pass are entitled to compensation in the event that, during the period of validity of the same, they incur a succession of delays or cancellations which are not replaced with car races, in relation to the line for which the pass was issued.

By the last day of the month following the month in which the season ticket is issued, Ferrovie Appulo Lucane srl will publish the so-called ticket on its website. reliability index of the following lines:

- Line Bari – Gravina
- Line Altamura – Gravina
- Line Altamura – Matera
- Line Avigliano – Potenza
- Line Genzano – San Nicola

The reliability index takes into account cancellations made (without replacement service) and any delays exceeding 15 minutes in relation to the scheduled service.

To obtain reimbursement for the monthly subscription by the end of the month following the month in which the reliability index is published, the user must send a formal request to the Company in the way indicated on the “Reimbursement” page, accompanied by the original travel document and the 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.

In case of sending via the Postal Service, the stamp of the accepting Post Office will prevail. 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 an indication of the payment methods.

The communication is also sent in the event of non-recognition of reimbursement. The request can also be forwarded by filling out the appropriate “REIMBURSEMENT REQUEST FORM” or by filling out the form below.

Delay reimbursement for repeated irregular services is not recognized:

- to holders of free tickets;
- for cancelled 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.

