

In compliance with the provisions of Resolution n. 106 of 25 October 2018 of the Transport Regulatory Authority, Ferrovie Appulo Lucane srl undertakes to recognize a reimbursement to travellers with disabilities and reduced mobility who use transport services in the event that, in the presence of non-functioning equipment, if not failure to function is reported or the recovery times communicated or corrected are not respected.

The methods for the calculation of the reimbursement are shown below. To obtain the reimbursement, the traveller must send a formal request to the Company within 48 hours following the event that generated the request, using the methods indicated on the "Reimbursement" page, accompanied by an original and a copy of the travel document and of the identity document.

In the case of a ticket purchased online or via the App, the ticket identification number or the date and time of purchase of the travel ticket must be indicated. Furthermore, the traveller must declare: day, place, time and line of the missed service. 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 send a communication to the domicile or e-mail address indicated by the applicant. The communication is also sent in case of non-recognition.

Reimbursement for delay is not recognized:

- to holders of free tickets;
- in the event that the equipment is functioning, the failure to function is reported or the recovery times communicated or rectified have been respected;



How the reimbursement is calculated

The reimbursement is calculated according to the criteria reported in the table, developed taking into account the parameters indicated.

REIMBURSEMENT CALCULATION CRITERIA				
PARAMETER A		PARAMETER B		PARAMETER C
Delay in restoring the availability of equipment compared to the times communicated/corrected by Ferrovie Appulo Lucane		Distance to travel by train to reach the first station accessible and functional to the trip planned by the traveler		Lack of an alternative, accessible and economically equivalent means of local public transport to the train, to reach the destination station of the planned trip
≤ / 48 h	25% of the ticket price	0-15 km	25% of the ticket price for the 1st accessible station	In the event of alternative travel assistance - to be demonstrated by the traveler - a flat-rate reimbursement of €4.00 is recognized
> / 48 h	50% of the ticket price	> 15 km	50% of the ticket price for the 1st accessible station	

The amount of compensation is given by the sum of the value calculated for each of the three parameters (A+B+C)
The calculation criteria are defined according to the principles of reasonableness, proportionality and graduality

