

REIMBURSEMENT IN THE EVENT OF FAILURE TO COMPLY WITH THE INFORMATION PROVIDED REGARDING THE USABILITY OF THE ROLLING STOCK

In the event that a trip indicated on the published timetable as usable by users with disabilities or reduced mobility is made with unsuitable material or replaced with a replacement or supplementary service that is not accessible or unsuitable, the user with disabilities or reduced mobility who has already purchased a travel ticket that can be used for the journey concerned is entitled, in addition to a refund of the ticket, in case he/she has not benefited from the benefits provided for by the art. 30 of Regional Law n. 18/2003, to a compensation of € 4.00.

To obtain the reimbursement, for the aforementioned reasons, the traveller must send a formal request to the Company within 48 hours following the event that generated the reimbursement request, following the methods indicated on the "Reimbursement" page, accompanied by the original travel document and copy of 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 proceed with sending 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 a journey indicated on the published timetable as usable by users with disabilities or reduced mobility is made with suitable material or replaced with a replacement or supplementary car service accessible or suitable for users with disabilities or reduced mobility.

