

AUTOMATIC COMPENSATION IN CASE OF DELAYED RESPONSE TO THE COMPLAINT

In cases where the Company finds a late complaint, the user has the right to receive automatic compensation commensurate with the price of the travel ticket relating to the transport service in the amount of:

Complaints can be forwarded:

- 10% in the case of a response provided between the ninety-first and one hundred and twentieth day from receipt of the complaint;
- 20% in the event of a response not provided within the one hundred and twentieth day of receipt of the complaint.

For season ticket holders the compensation is calculated, in the percentages specified above, with respect to daily share of the full cost of the subscription.

To obtain compensation, the user must submit a formal request by resubmitting the request already sent, taking care to highlight the date of submission of the late complaint.

The methods for sending the compensation request remain those indicated in the "Refunds and Compensation" page. 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 completing the appropriate COMPENSATION REQUEST FORM

LINK: https://ferrovieappulolucane.it/docs/modulo_indennizzi_2024.pdf

LINK: https://ferrovieappulolucane.it/docs/REIMBURSEMENTS_FORM.pdf

After carrying out further checks and accepting the request, the Company will proceed with the payment of the compensation according to the methods indicated by the user, within 15 days of receiving the request.

The communication is also sent in the event of non-recognition of compensation.

The right to compensation is not recognized:

- to holders of free tickets;
- to holders of tickets and season tickets at a promotional rate;
- to users who have not forwarded the complaint, subject to compensation, with the methods, minimum elements and times indicated in the "Refunds and Compensations" page;
- if its amount is less than 4 Euros;
- if the user has already been paid compensation in relation to a complaint concerning the same travel.

