

Fare Refund Procedure

to passengers of the transport services operated by Trentino trasporti S.p.A.

Trentino trasporti S.p.A (see the “General Transport Conditions”) has adopted a fare refund procedure limited to the following cases.

Refund for delays and/or cancellations:

- Urban bus services:
 - if a service is either brought forward (exclusively in the time slots from start of day until 7.00 and then from 21.00 to end of day) or cancelled (only the last evening or holiday service) – exclusively if this results in the passenger missing a corresponding urban/suburban bus and/or rail service, as documented;
 - in the event of a delay of over 60 minutes (exclusively if there is no alternative service within the same 60 minutes) – Refund of the fare and partial compensation (amounting to 25% of the fare, for delays of between 60 and 119 minutes or to 50%, for delays in excess of 120 minutes).
- Suburban bus services:
 - service or stop cancellations – exclusively if the next scheduled service is after 60 minutes – Refund of the fare and partial compensation (amounting to 25% of the fare, for delays of between 60 and 119 minutes or to 50%, for delays in excess of 120 minutes);
 - bus breakdown with no guarantee of alternative service within 60 minutes to destination – Refund of the fare and partial compensation (amounting to 25% of the fare, for delays of between 60 and 119 minutes or to 50%, for delays in excess of 120 minutes);
 - delay of over 60 minutes (exclusively if there is no alternative service within the same 60 minutes) – Refund of the fare and partial compensation (amounting to 25% of the fare, for delays of between 60 and 119 minutes or to 50%, for delays in excess of 120 minutes);
 - bus line cancellation, resulting in the uselessness of a season ticket purchased for a period of at least one month – Refund of the entire cost of the season ticket, minus a percentage relating to the days of use before the cancellation and subject to the return of the ticket.
- Rail services (refunds apply only to fares of 4 euros or more):
 - service or stop cancellations – exclusively if the next scheduled service is after 60 minutes – Refund of the fare and partial compensation (amounting to 25% of the fare, for delays of between 60 and 119 minutes or to 50%, for delays in excess of 120 minutes);
 - train breakdown with no guarantee of alternative service within 60 minutes to destination – Refund of the fare and partial compensation (amounting to 25% of the fare, for delays of between 60 and 119 minutes or to 50%, for delays in excess of 120 minutes);
 - delay of over 60 minutes (exclusively if there is no alternative service within the same 60 minutes) – Refund of the fare and partial compensation (amounting to 25% of the fare, for delays of between 60 and 119 minutes or to 50%, for delays in excess of 120 minutes);
 - train line cancellation, resulting in the uselessness of a season ticket purchased for a period of at least one month – Refund of the entire cost of the season ticket, minus a

percentage relating to the days of use before the cancellation and subject to the return of the ticket.

- In the case of delays or cancellations affecting passengers with a valid season ticket between Trento and Borgo-Bassano reference should be made to the provisions of the Transportation Services Department of the Autonomous Province of Trento.

Other cases of fare refunds (applicable to all services, unless otherwise specified):

- failure by the ticket vending machine to either print out the ticket or give the change;
- suburban / rail services – if the ticket vending machine is out of order (without prior notice of the failure) and the manned ticket office is closed without prior notice, and the passenger is obliged to purchase a single-fare ticket, which would otherwise have been covered by a season ticket – Refund of the single-fare ticket;
- mistake in the fare payment with the OPENMOVE app – refund application within 6 months from payment;
- mistake in the fare adjustment with a pay-as-you-go card – refund application within 6 months of the mistaken adjustment – cash refund by showing the smart card at a Trentino trasporti ticket office (no agencies);
- failure to check-out with a pay-as-you-go card – exclusively if the passenger is unable to check out when alighting because the machine is out of order or because of a service cancelled after the check-in – cash refund of € 5.00 by showing the smart card at a Trentino trasporti ticket office (no agencies);
- theft/loss of a registered pay-as-you-go card – a duplicate card is issued with the remaining credit; **No refund is due in the case of the theft/loss of an anonymous pay-as-you-go card;**
- suburban or unrestricted annual season tickets (except for student season tickets at family rates) – regardless of the reasons – refund of half the amount paid, if the refund application is submitted to the Province within the first 6 months of validity of the ticket, subject to its return; **No refund is due for six-monthly season tickets (for pensioners or workers and others);**
- **university student season tickets:** in the case of annual suburban season tickets purchased at full price a **refund is possible based on the ICEF**; the relevant application must be submitted within 31 October of the relevant year at any Trentino trasporti ticket office;
- **secondary school student season ticket (up to the fifth year of secondary school):** in the case of annual suburban season tickets purchased at full price a **refund is possible based on the ICEF**; the relevant application must be submitted within 31 October of the relevant year at any Cassa Rurale office;
- **secondary school student season ticket (up to the fifth year of secondary school) (family rates):** in the case of **withdrawal**, for any reason, a 50% refund is possible and the relevant application must be submitted within 31 October of the relevant school year, subject to the return of the ticket;
- single-fare / return ticket purchased before the announcement of a strike – Refund of the unused ticket; **no refund is due for tickets purchased after the announcement of the strike;**
- any other fare refunds must be authorised in advance by the Public Transport Services Department of the APT or the competent Local Authority for public transport.

Refund applications can be submitted within ten days from the occurrence of the incident (other than the cases specified above) according to the following procedure. In any case, a refund application must always be motivated and must include the address of the applicant (full and

legible mail address, to speed up the process we recommend the inclusion of a home/mobile telephone number and email address), the details of the journey (line, location, departure/arrival time) and all the relevant documentation (a copy of the ticket or pay-as-you-go card, any receipts, etc.):

- by filling in the dedicated online form available at www.trentinotrasporti.com/contatti/richiesta-rimborso (the documentation must be attached in pdf format); or
- by filling in the paper form available at the Trentino trasporti offices or from the train staff members (or which can be downloaded from the website) and delivering it, with the attachments:
 - by hand, to a Trentino trasporti office; or
 - by mail, addressed to Trentino trasporti - Via Innsbruck 65 - 38121 TRENTO

Pursuant to Regulations no. 1371/2007/EC and no. 181/2011/EU, within 1 month from receiving the application (based on the date of the incoming registration reference number, in the case of applications delivered by mail) Trentino trasporti will notify to the applicant the manner of payment of the refund or the reasons for its rejection. Applicants may contact Trentino trasporti for more information.

Compensation is not due if Trentino trasporti is not directly responsible for the incident, such as, for example, disruptions caused by third parties or as a result of force majeure events, or in the case of particular and unforeseeable road conditions, etc..

No refund of a single-fare or season ticket, or extension of their validity, is due if the failed journey is the responsibility of the passenger or for any other accidental event and/or event beyond the control of Trentino trasporti.

In the case of a train delay of more than 1 hour, and at the passengers' request, the train staff, where possible, shall certify this circumstance by writing on the passengers' ticket, or on a strip of paper extracted from the printer provided for season ticket holders. This certification, however, must not determine any further delay to the train and, therefore, if there is no time, the passengers will simply be informed about the possibility of applying for a refund and/or certificate directly to Trentino trasporti, according to the above mentioned procedure.

Trentino trasporti S.p.A.

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