

SPACE RESERVED FOR THE OPERATOR WHO HANDLES THE REQUEST

TICKET OFFICE OF \_\_\_\_\_

STAMP \_\_\_\_\_

**REQUEST FOR:**

REFUND

COMPENSATION FOR DELAY

**INFORMATION ON COMPILATION**

Dear Client,  
to help you understand the general terms in a better way and assist you in filling in this form, we invite you to read the legislative references of Trenitalia. The full text, which deals with the conditions of request admissibility, is given in the "General Conditions for Passenger Carriage - Part III – Regional Transport", available online on [www.trenitalia.com](http://www.trenitalia.com) in the section "Carriage conditions".

We also ask you to read the informative note on privacy, ex art. 13 of Italian Legislative Decree no. 196 of 30 June 2003.

**INFORMATIVE NOTE PURSUANT TO ART. 13 Italian Legislative Decree no. 196 of 30 June 2003**

Pursuant to art. 13 of Italian Legislative Decree no. 196 of 30 June 2003 regarding the "Personal data protection code", we inform you that the personal data you are required to give in order to present the request for refund/compensation will be treated by our company for purposes that are strictly necessary and connected to the overall management of the case. Releasing the information requested in the boxes marked by an asterisk is necessary, because without it we cannot handle your case.

**Optional release of data**

Releasing the information requested in the boxes that are not marked by an asterisk is optional; this data is necessary for quickening answer times should we not be able to reach you by mail or email. For this purpose you are requested to give your authorisation in order to present the request for refund/compensation.

**Treatment methods.**

Your personal data will be treated correctly, lawfully, relevantly and not excessively, according to art. 11 of the aforementioned legislative decree; it will be treated using manual and computerised instruments, taking suitable measures to guarantee its safety and confidentiality. This data will be kept for the time that is strictly necessary for handling the refund case, unless indicated by law that same data must be kept for a longer period. The information will be passed to the following, as Managers of Trenitalia S.p.A.: Direct Sales and Customer Service structures of the Long Haul Passenger Division and the Universal Service Contract and Sales structure; the Regional Sales structure and the different Regional/Provincial Managers of the Regional Passenger Division; the Information Systems Manager; Almoviva S.p.A., Ferservizi S.p.A., being External Managers; FSI S.p.A. and also, being appointed, those designated to the aforementioned Managers. Your information can also be communicated to other third party companies of the FSI Group, should this be necessary because of the nature of the event that resulted in the request for refund.

**Data Controller:**

The personal data controller is Trenitalia, having its registered office in Piazza della Croce Rossa no. 1 – Rome, 00161.

**Rights of those who authorise treatment.**

You, being the "person who authorises treatment" can exercise your rights pursuant to art. 7 of the Code, by addressing your application to the Regional Trade Treatment Manager of the Regional Passenger Division of Trenitalia S.p.A. with registered office in Piazza della Croce Rossa no. 1 - Rome, 00161, including the right to: obtain confirmation of the existence of your personal data and to know of its content and origin, verify its correctness or request its integration, updating or correction; request its cancellation, transformation into anonymous form or blockage if treated unlawfully; oppose its treatment for legitimate reasons.

**AUTHORISATION TO TREAT PERSONAL INFORMATION**

In relation to what is given in this informative note, pursuant to 13 of Italian Legislative Decree 196/03:

I authorise  do not authorise

the use of my telephone number for communication purposes regarding the appearance of problems relative to the request

Date  /  /   
d d m m y y

Client's signature \_\_\_\_\_

**TYPE OF REQUEST**

**select only one option (Refund, Damages for delay)**

**REFUND**

**Indicate the reason**

- a Renunciation of the journey by the Traveller (before train departure)
- b Departure delayed by at least 60 minutes
- c Train cancelled by the Public Authorities or by a fact traceable to the Italian State Railways (including strikes)
- d Foreseeable arrival delay of more than 60 minutes
- e Ticket partially used

**Refund Method:**

- a Bank transfer
- b Cheque
- c Bonus

**COMPENSATION FOR DELAY**

**Compensation methods:**

- a Receipt for cash

*Please collect the amount from the ticket office of .....*

**JOURNEY DATA**

COUPON NO.	<input type="text"/>	Train	<input type="text"/>	Journey Date	<input type="text"/> <input type="text"/>	<input type="text"/> <input type="text"/>	<input type="text"/> <input type="text"/>
					d d	m m	y y
COUPON NO.	<input type="text"/>	Train	<input type="text"/>	Journey Date	<input type="text"/> <input type="text"/>	<input type="text"/> <input type="text"/>	<input type="text"/> <input type="text"/>
					d d	m m	y y
COUPON NO.	<input type="text"/>	Train	<input type="text"/>	Journey Date	<input type="text"/> <input type="text"/>	/ <input type="text"/> <input type="text"/>	/ <input type="text"/> <input type="text"/>
					d d	m m	y y

**PERSONAL AND BANK INFORMATION**

Surname*	<input type="text"/>	Name*	<input type="text"/>
Address*	<input type="text"/>	no.**	<input type="text"/>
City*	<input type="text"/>	Post code*	<input type="text"/>
Country*	<input type="text"/>	Pr*	<input type="text"/>
Phone	<input type="text"/>		
e-mail*	<input type="text"/>		

(only if payment by bank transfer is selected)

Iban\*

(only for travellers who reside abroad)

Bic/Swift/ABA\*

\* Insertion obligatory

**ADDRESSES OF THE TRENITALIA REGIONAL HEADQUARTERS**

Abruzzo	Via E. Ferrari, 1, 65124, Pescara
Alto Adige	Via Garibaldi, 3 - Garibaldistr., 3, 39100, Bolzano/Bozen
Basilicata	V.le Marconi, Stazione Potenza Inferiore, 85100, Potenza
Calabria	Via Mercalli, 48, 89129, Reggio Calabria
Campania	Corso Novara, 10, 80143, Naples
Friuli Venezia Giulia	P.za Vittorio Veneto, 3, 34132 Trieste
Emilia	Via del Lazzaretto, 16, 40131, Bologna
Lazio	Via Giolitti, 60, 00185, Rome
Liguria	Via del Lagaccio, 3, 16134, Genoa
Marche	Via Einaudi, 1, 60125, Ancona
Molise	Via Novelli, 2, 86100, Campobasso
Piemonte	Via Nizza, 8 bis, 10125, Turin
Apulia	Via Giulio Petroni, 10/b, 70124, Bari
Sicily	Via Oreto Nuova - Fondo Alfano s.n.c., 90123, Palermo
Sardinia	Viale La Playa 17, 09123, Cagliari
Tuscany	Viale Spartaco Lavagnini, 58, 50129, Florence
Trentino	Via Dosso Dossi, 23, 38121, Trento
Umbria	P.za Vittorio Veneto, Stazione FS, 06124, Perugia
Aosta Valley	P.za Manzetti, 1, 11100, Aosta
Veneto	Via Decorati al valor civile, 90, 30171, Venezia Mestre

**TO BE FILLED IN BY THE TICKET OFFICE OPERATOR**

- Number of attached tickets .....
- Any other attached documents .....

CASE REFERENCE \*\*

COUPON NUMBER

COUPON NUMBER

COUPON NUMBER

DATE  /  /

TIME  :

**ADDITIONAL NOTES FROM THE TICKET OFFICE OPERATOR**

.....  
.....  
.....

CID

\_\_\_\_\_  
Legible signature of the operator who handles the request

**STAMP**

**RECEIPT TO BE DETACHED AND GIVEN TO THE CLIENT**

TICKET OFFICE OF

CASE REFERENCE \*\*

COUPON NUMBER

COUPON NUMBER

COUPON NUMBER

DATE  /  /

TIME  :

CID

\_\_\_\_\_  
Legible signature of the operator who accepts the request

**STAMP**