How to buy ticket online

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1. Purchase

Search the journey

1. You can also choose between FRECCE only, INTERCITY or REGIONAL
2. Use the Latest searches feature to quickly purchase your ticket
3. If you want to refine your search with other options (e.g. Best price, Travel with your bike, etc.) or purchase Subscriptions, Carnet, Gift Cards or Regional Offers and Services, click on Advanced Search
4. To modify or recover your ticket, click on Manage your tickets
Search travel options by entering the requested piece of information in the dedicated form:

1. Indicate whether you want a **one-way** or a **round-trip** ticket
2. Select the station suggested in the dropdown menu and the number of passengers (max 7)
3. Choose the **date and time** of travel
4. Choose among the other search options, i.e., "**Best price**" to display the most affordable travel options, or "**Travel with your bike**" in order to have more personalized offers
5. Click on **SEARCH** to start
1. Purchase
Choose the solution

On the "JOURNEY SELECTION" page, you can display the travel solutions with the indication of duration, trains that compose the solution and the lowest available price for that solution:

1. To learn about the services on board and intermediate stops click on the "i" next to Details and for solutions with change, you can display the times of departure and arrival from/to different stations by clicking on the "i" next to "Change/s"
2. Click on the "i" next to offers and service to know more about it
3. Click here to modify the search parameters (i.e., stations, date, hour or passengers) or filter it by Frecce, Intercity or Regional trains
4. Click here to see other offers
5. Click if you want to choose seats and then to CONTINUE to proceed
1. If you have indicated that you want to choose the seat, you can change the carriage you want to travel in by scrolling with the mouse.
2. Select the seat among those still available.
3. Click on "CONFIRM" (for each train in the case of journeys on connecting trains) to access the next step. For round-trip travels, you can choose your seat for both journeys, only after having chosen the return trip.
4. If in doubt, consult the Key.
1. Purchase

Login and insert your passengers data

1. If you are already registered, click on the **LOGIN** button and enter your username (not e-mail) and password to log in, making sure you do not have two users associated with the same e-mail. Or fill in the data and continue without login.

2. Among the passenger data, you can also enter one or more **discount vouchers**, if compatible with the chosen travel solution: click on the **+ ENTER DISCOUNT COUPON** button, enter the discount coupon code respecting capital letters, and click on check to verify its validity.

3. You can always check your choices in the **cart**: the correct application of the discount code, the assigned seats, you can add another trip by clicking on "ADD ANOTHER JOURNEY" or click on the trash can icon if you want to eliminate one or more travel solutions that you do not intend to buy.
1. Choose if you want to enrich your trip with the other services available (i.e. voucher to request a Wetaxi, and so on)

2. To use a bonus/credit following a train delay or a Gift Card for purchases, click on the relevant button

3. If you are a registered customer and need an invoice, select "I would like an invoice" and fill in the required fields. If you are not logged in and have selected one of the ancillary services that require the issuance of the mandatory invoice (e.g., Frecciaclub/Freccialounge access and meeting area booking), log in and proceed with the invoice request.

4. Proceed by selecting the payment method you prefer (see Payment Options section) accepting the Carrier's Conditions of Carriage and the Privacy Policy.

5. Add another journey if you want or click on CONFIRM to pay
1. Choose you can send the purchase data to an additional e-mail address or via text message (only one text message can be sent per purchase) by clicking on "Send e-mail" or "Send SMS".

2. Save the journey as a favourite, so you can quickly repurchase it next time (up to 5).

3. You can add your journey to the calendar.

4. On this page you will also be offered some services related to your trip such as the possibility of receiving useful updates (e.g., punctuality update), a reminder of the same via e-mail and information on other complementary services to enrich your travel.

If after payment you see system error messages before proceeding to make the purchase again, we invite you to check if you have received the summary e-mail or, if you are an authenticated customer, log in with your credentials to your Customer Area to check if the journey purchased is among the last trips.
1. You can choose to purchase without authentication by simply entering the passenger data. You will be asked to enter your name, surname, e-mail, and telephone contact (optional). In this case, the travel details (PNR and CP code) will be sent to you exclusively via e-mail to the address indicated at the time of purchase.

2. After making the payment, you will be provided with a message confirming the successful outcome of the operation with the summary data of the trip.

3. You can send the purchase data to an additional e-mail address or by text message (only one text message can be sent per purchase) by clicking on “Send e-mail” or “Send SMS”.

4. Write down the recovery code that appears on the Summary page and in the e-mail, useful for retrieving the confirmation e-mail with the ticket identification data if necessary.
1. To recover a purchase made without registration: click on “Manage your tickets” on the Home Page

2. To change/refund a journey purchased without registration: access the “MANAGE YOUR TICKET” page, choose the “I purchased without registration” option, enter the name and surname used for the purchase and the recovery code provided after the payment.

3. Choose between the options “I have the Email/PNR” or “I have the PNR/CP” and enter the data requested in the respective forms.

Attention – For purchases made without registration, the invoice can be requested by midnight on the day of the purchase, by clicking on Request invoice, while for purchases on the contactless EMV channel, by clicking here.
Fast payment by credit card
Pay with just one click by saving your credit card details in secure mode.
To use this option for the first time, just select the "quick payment with a registered credit card" mode during the purchase, only if you are registered, enter the card details you wish to register and proceed with the payment.
At any time you can deactivate the service or change the credit card to be registered by simply clicking on "cancel a quick payment method".

Credit card
On this site you can use all credit and prepaid cards that support the Visa, Mastercard and American Express circuits.
Trenitalia uses the secure payment system of the N&Ts group, which allows you to make purchases online, guaranteeing security and privacy.

PayPal
To use PayPal, you must be registered and have opened a PayPal account. To make the payment, select the PayPal method and click on "confirm", you will be redirected to the PayPal secure server where to complete the purchase procedure you will need to enter the email address and password used for registration.
After making the payment, a message confirming the transaction will appear on a page of the Trenitalia website.

Apple Pay
With Apple Pay you can make payments on the website (SAFARI browser) and on the Trenitalia app for iOS in secure mode and without having to enter your card details each time. Apple Pay works with payment cards belonging to the VISA, MASTERCARD and AMEX circuits issued by the main banking institutions.
To make the payment you must have previously added your card to Apple Pay via the Wallet app on your iOS device.
After selecting the Apple Pay payment method, authenticate and proceed. You will receive payment confirmation directly from Apple.

Google Pay
With Google Pay you can make payments on the website and on the Trenitalia app for Android in a secure way and without having to enter your card details each time. Google Pay works with payment cards belonging to the VISA and MASTERCARD circuits issued by the main banking institutions. American Express cards are not supported. To pay, make sure you’re signed into your Google Pay account and have added an active, supported card to the Google Wallet on your device. If you are not already logged in, you will be redirected to a secure server, where you will need to enter the credentials used to register for Google Pay, which will securely manage your payment details.
3. Payment options (2/3)

**Satispay**

Payment with Satispay allows you to make payments quickly and easily by simply entering your telephone number. To use it you must have a Satispay account and have associated your IBAN. After selecting the Satispay payment method, enter the telephone number associated with the Satispay account, activate the Satispay app, confirm the amount to be paid and return to the Trenitalia website/app to complete the purchase and view the details of your ticket.

Attention: the ticket is confirmed and issued exclusively on the Trenitalia Website/App. If the ticket is not issued, the amount temporarily charged to your Satispay purse will be automatically reversed within 30 minutes.

**Amazon Pay**

To use Amazon Pay, you must be registered and have opened an Amazon account. To make the payment, select the Amazon Pay method and click on “confirm”. You will be redirected to the Amazon Pay secure server where, to conclude the purchase procedure, you will need to enter the credentials used for registration.

After making the payment, a message confirming the transaction will appear on a page of the Trenitalia website.

**Payment by MyBank online transfer**

Payment via MyBank allows you to make online payments easily and securely using your bank’s online banking service. Once you have chosen the MyBank payment option, enter the name of your bank, you will be automatically redirected to your online banking service where you can enter your usual online banking access codes. After verifying the payment details, authorize the transaction and you will receive payment confirmation directly from your bank.

On the transfer operation the bank could apply the commission foreseen by your contract.
3. Payment options (3/3)

**Postoclick**
Postoclick allows you to book your trip online and pay for it later. You can book up to 24 hours before the train departs (48 hours for couchettes, VL or Excelsior and Excelsior E4 cars) and pay within a maximum of 48 hours of booking. To use Postoclick, select the appropriate section in the "payment" section of the “PERSONAL DETAILS AND PAYMENT" page and click on CONFIRM button. On the next page (and in an email that will be sent to you) you will find information on the journey booked and the PNR code to be used for payment.
The Postoclick service cannot be used to purchase travel solutions on regional trains.
The postoclick summary email does not constitute a travel document, payment must be made to confirm a postoclick. For whatever reason the postoclick cannot be confirmed, the travel reservation cannot be recovered in any way. For purchases with postoclick, the invoice issue function is provided only if the booking is confirmed on this site.

**You can pay and confirm your reservation via:**
- your Customer Area, in the "MY JOURNEYS/Manage" section (for postoclicks made with a registered user) or "Manage your tickets>I purchased without registration" section (for postoclicks made without registration)
- the ATMs of the UniCredit Banca group
- Mooney sales points**
- PUNTOLIS tobacconists, newsstands or bars affiliated with LIS Pay S.p.A travel agencies in Italy, self-service or station ticket offices**

*Payment with Unicredit, PUNTOLIS and Mooney involves an additional cost of 1.50 euros.
Purchase summary e-mail

The summary e-mail on journey data is automatically sent to you at the end of the purchase.

For ticketless tickets the e-mail is not a travel document but a reminder and as such, it is not essential to travel. Once on board it is sufficient to provide the PNR/Ticket Code to the crew. In case you do not receive the confirmation email, you can retrieve the details of your journey by consulting the journeys present in your Customer Area if you are a registered customer or, if you've made a purchase without registration, by asking for a re-sending of the email in the page manage your tickets by entering the name, surname and retrieval code that you were given in the journey summary page (after payment).

What to do if the transaction is not permitted or refuse

During an on-line purchase it's possible that, for security reasons, the purchase process, involving several actors including Banks and credit cards institutes, is not to be successful. In these cases, before trying to purchase again, we invite you to check for the receipt of the purchase summary e-mail or, if you are a registered customer, access with your credentials to your Customer Area to check the presence of the purchased journey among the latest travel list.

A transaction can be refused/not permitted mainly due to:

- Use of more than one credit card with the same name
- Malfunctioning of systems
- Lack of authorization from the Bank

For further information or clarification on the outcome of a transaction refused or not permitted, you can send an e-mail to areaclienti@trenitalia.it, specifying:
  
  - the displayed error code;
  - the account (in case of purchase with login) or the email (in case of purchase without login) used;
  - the date of the purchase or the attempt to purchase;
  - a telephone number.

WARNING - In some cases it is possible that, despite the transaction is rejected, the sum committed to the purchase is temporarily “frozen” by the Institute that issued the credit card. This amount will again be made available according to the times and conditions specified in the contract with your credit card institute. Trenitalia cannot intervene on the timing and method of crediting; this activity is in charge of the institute that issued the credit card.

In these cases, you should contact the bank that issued the credit card in order to know the time required to recover the amount.