

The services at your disposal

NATIONAL SERVICE TRAINS

The national service trains are: Espresso, Intercity and Intercity Night, Frecciabianca, high-speed Frecciarossa and Frecciargento.

If you want to travel on one of these trains or enjoy medium / long-distance services (bunks, sleeping cars, Excelsior and Excelsior E4, cars and bikes on board), remember that the reservation of the seat is mandatory when you purchase the ticket.

Your ticket, then, is valid for the day and for the train booked and must be punched before departure. If you access the train without having purchased it, in addition to the ticket price, you will be required to pay an extra-charge.

Also remember that to access the bunks, bed, Excelsior and Excelsior E4 you must purchase a nominative ticket and have a personal identification document, to be shown to the staff. For kids aged up to 15 years, the identification document may be replaced by the birth certificate or replacement documentation, including the self-certification of one of the parents, attesting the identity of the kid.

Classes

On national service trains there are seats in first and second class differentiated according to the quality and services offered. On some national trains, however the only seats available are in second class and for some types of offers access can be limited to the first or second class.

Service levels on high-speed Frecciarossa trains

On some high-speed Frecciarossa trains indicated by the special symbol L4., instead of the first and second class, the following four service levels are available, differentiated according to the quality and services offered to customers:

Executive:

It offers the highest standards of quality, characterized by a number of factors such as increased comfort and a variety of additional services offered to customers (possibility of reserving the Meeting Area, free access to Freccia Club for the day of the ticket, distribution of newspapers and magazines, dedicated hostess, meal on seat and welcome drink always available, etc...). The regulations of the Basic or Economy ticket (changes, refunds and access to other trains) follow here below.

Business:

The reference discipline is the one of the type of ticket purchased (Basic, Economy etc...). The prices are equal to those for the current first class high-speed trains. There are also some seats available in the Sitting Rooms in the Silence Area.

Premium:

A higher level of comfort and services than the Standard level of service. The reference discipline is the one of the type of ticket purchased (Basic, Economy etc...)

Standard:

The reference discipline is the one of the type of ticket purchased (Basic, Economy etc...). Prices are lower than those of the current high-speed second class trains.

Tickets without guarantee of seats

In the 2nd class only or standard service level of Frecciarossa trains and 2nd class only of Frecciabianca trains and IC, if the seats are sold out and you need to travel, there is a predefined number of tickets available for the train and the day required with no guarantee of the seat. These tickets are only Basic type full price or with the expected reduction for kids, and can be purchased at the ticket offices, self-service points and travel agencies. These tickets are not available on ICN and Express trains.

Sitting Rooms

If you want to travel comfortably in one of the sitting rooms available on high-speed Frecciarossa trains, you have to pay, in addition to the price of a ticket in 1st class or Business, an extra-charge of 12 Euros. As a promotional offer, if you have a ticket for the sitting room, you can have free access to FrecciaClub of the network during the day of validity of the ticket.

Meeting Area

If you want to have a space at your disposal for a trip in comfort and efficiency, there is the Meeting Area on board of some high-speed Frecciarossa trains. To use it, you can buy the special ticket issued in support of a ticket for the Executive service level.

Temporarily, you're offered the chance to book free of charge the Meeting Area when buying the Executive ticket. If the Meeting Area at the time of departure is not booked and if you have an Executive ticket, you can ask for the exclusive use of it to the train crew, without paying any extra charge.

You may allow other Executive ticket holders (ticket validity: same day and same train) accessing the Meeting Area for the route shown on your ticket, up to a maximum of five people.

The ticket is changeable and refundable and can be used on another train, according to the limits and discipline of the ticket which is issued in support.

Silence Area

If you want to travel in complete peace of mind, you can use the Silence Area available on the new high-speed Frecciarossa – Business service level - and identified with dedicated signs and pictograms.

REGIONAL TRAINS (R)

Regional trains represent the ordinary offer of Trenitalia for local transport. They're mainly trains travelling within a region. Regional trains are normally characterized by a limited distance of 100 km, a high frequency of stops and are concentrated during rush hour commuter traffic. On regional trains it's not possible to reserve seats for individual trips. On most trains, identified by a special symbol in the timetable, and within the limits of available space, you can bring your bike. You can buy the bike supplement valid for 24 hours also at the self-service points and retailers owing automatic ticket machines.

Basic Ticket (for National trains)

It's the ticket on which generally discounts and extra-charges apply.

Trains and services

High-speed Frecciarossa and Frecciargento, Frecciabianca, IC, ICN, Espressos, bunks, sleeping cars, Excelsior wagons in 1[^] and 2[^] class and Executive, Business, Premium and Standard service levels.

Reservation

Issued together with the ticket. When provided, the issue of [tickets without guarantee of seats](#) is allowed.

Reservation Change

It's possible:

an unlimited number of times from the day of issue of the ticket until the booked train's departure, once after the train's departure and until one hour after the train's departure. The new reservation must refer to a journey in the time frame expected.

Before departure, you can make the reservation change:

on this site (only for tickets purchased on-line), at the station's self-service points, by calling the issuing agency or Trenitalia Call Centres ([toll numbers](#)), at the ticket offices or the alongside authorized travel agencies for Frecciarossa, Frecciargento and Frecciabianca trains;

After departure, you can ask for the change of reservation only at the ticket offices, self-service points or alongside (for Freccia trains), in the station of departure of the train indicated on the ticket.

Warning: You cannot make the change on-line if you have already made a change of reservation through other sales channels (excluding the call centre).

The change of reservation is free of charge. Agencies may ask for a compensation for this service.

Ticket Change

It's possible:

an unlimited number of times from the day of issue of the ticket until the booked train's departure, once after the train's departure and until one hour after the train's departure.

Before departure, it's possible to change the ticket paying the possible price difference: at the station's ticket offices or travel agency where the ticket has been purchased (except web agencies), on-line.

After departure only at the ticket office of departure station indicated on the ticket.

If the price is lower than the paid one, the reimbursement of the difference is granted, applying the specific rules.

Reimbursement

If you no longer intend to use your ticket and renounce to travel, you can ask for a reimbursement:

before departure of the train, with a **deduction of 20%**

after departure of the train reimbursement is not allowed

There shall be no refund of a ticket issued after a date change made after the departure of the train originally booked.

The reimbursement for trip interruption is not expected.

There shall be no refund for tickets costing 10 Euros or less per traveller.

In case of non-utilization for reasons attributable to Trenitalia, the reimbursement of the ticket is full. In any case, you must present a valid ID.

Access to another train

With a Basic ticket, you can also access, for the same route, directly to another train of the same category up to one hour before and one hour after departure of the booked train by paying an extra-charge of 8 Euros. Please remind that you have previously to ask to the train crew. **If you ask for a class change or if you catch a train of a different category for the same route, always within the same terms, you'll have to pay the difference between the full ticket price expected for the used train and what already paid plus an extra-charge of 8 Euros.**

If there are no trains of the same category up to one hour after departure, you can travel, at the same conditions described above, even later on the first train of the same category or lower to arrive to the foreseen destination (if there are no trains, the first you can catch is the same train indicated on the ticket departing the day after; in case of a ticket that includes bunks or sleeping cars, the first train is the first Espresso or ICN arriving to the foreseen destination offering the same service or lower).

If you travel in a period other than the allowed one, you are considered without ticket.

If the price you paid is equal or higher than what due for the used train and for the extra-charge, you won't have to pay any difference but you are not entitled to a refund of any extra-charge.

If you are a ticketless traveller, you cannot access to Regional or International trains (except trains Italy-Switzerland for routes within the National territory). In case you travel on those trains, you'll be considered as "without ticket" and you'll have to pay what due for it.

If you have a subscription to a higher category train and don't have the service change document or a service change used after the day stated on it, you'll have to pay the service change plus 8 Euros.

ECONOMY TICKET

This ticket allows the application of different discounted price levels compared to the Basic ticket. You can purchase it up to midnight of the day before departure of the chosen train.

9 Euros is the minimum price applied to the offer.

You cannot cumulate the discount with other reductions, except those for kids, notwithstanding the minimum price of the offer.

The number of seats available for each service level is limited and can change depending on the day of the week, train and class or service level. When buying the ticket, the most advantageous price is proposed.

The ticket cannot be issued if the seat is not guaranteed.

Trains and services:

Espresso, ICN, IC, Frecciabianca, high-speed Frecciarossa and Frecciargento, in sitting rooms and bunks or high-speed, in 1[^] and 2[^] class and Executive, Business, Premium and Standard service levels. Excelsior wagons are excluded.

In case the travel includes trains not part of the offer, you'll have to buy separate tickets.

Reservation change

You can do it once before departure of the reserved train, only to change the date or the time of departure with the same train or service category and paying a change right (equal to the difference of the new train and the corresponding full Basic price). The new ticket (called Economy ticket change) has the same characteristics of the Economy ticket.

The change can be made at any station's ticket office or travel agency where the ticket has been purchased (except web agencies).

For tickets to be printed at self-services points, you first have to print it and then go to the ticket office.

Reimbursement

Not allowed if you renounce to travel.

Access to another train

Not allowed. If you use the ticket in a day or on a train different from the reserved one, you are considered as "without ticket".

SUPER ECONOMY TICKET

This ticket allows the application of different discounted price levels compared to the Basic ticket. You can purchase it up to midnight of the day before departure of the chosen train.

9 Euros is the minimum price applied to the offer.

You cannot cumulate the discount with other reductions, except those for kids, notwithstanding the minimum price of the offer.

The number of seats available for each service level is limited and can change depending on the day of the week, train and class or service level. When buying the ticket, the most advantageous price is proposed.

The ticket cannot be issued if the seat is not guaranteed.

Trains and services:

Espresso, ICN, IC, Frecciabianca, high-speed Frecciarossa and Frecciargento, in sitting rooms and bunks or high-speed, in 1[^] and 2[^] class and high-speed Business, Premium and Standard service levels. High-speed Executive and Excelsior wagons are excluded.

In case the travel includes trains not part of the offer, you'll have to buy separate tickets.

Reservation/ticket change

Not allowed

Reimbursement

Not allowed if you renounce to travel.

Access to another train

Not allowed. If you use the ticket in a day or on a train different from the reserved one, you are considered as "without ticket".

ROUND TRIP IN A DAY

It allows you buying a round trip ticket on the same day and on the same relation on all Frecciabianca and high-speed Frecciarossa and Frecciargento, at the following fixed prices, differentiated basing on the relation:

69,00 € in 2[^] class Standard level and 89,00 € in 1[^] class Business level;

109,00 € in 2[^] class Standard level and 149,00 € in 1[^] class Business level

79,00 € and 129 € Premium level;

159,00 € and 259 € Executive level

These prices do not apply to those relations for which a lower round trip price is expected.

The offer is for limited seats that vary depending on the day of the week, train and class or service level.

The offer is valid for travels made with a single train and cannot be cumulated with other reductions, included the one for kids.

You can buy the offer up to midnight of the day before departure of the chosen train at the station's ticket office, the authorised travel agencies, self-service points, on this site and calling the Call Centre (toll number), even in ticketless mode.

The ticket cannot be issued if the seat is not guaranteed and it's not possible to reserve a seat on the sitting room.

Reservation change

It can be done once for each (round trip) ticket from the issuing day and up to the departure time of the booked train, in case of availability of seats dedicated to the offer and only to change the time of departure with the same category of train or service purchased:

on this site (only for tickets purchased on-line); on station's self-service points; calling the issuing agency or Trenitalia Call Centres (toll numbers); at the station's ticket offices or authorised travel agencies.

The change of reservation is free of charge. Agencies may ask for a compensation for this service.

The departure date change is not allowed.

Ticket change

Not allowed.

Reimbursement

Not allowed if you renounce to travel.

Access to another train

Not allowed. If you use the ticket in a day or on a train different from the reserved one, you are considered as "without ticket".

10 TRAVELS BOOK

You can purchase a 10 travels book, 1[^] or 2[^] class, for:

- Frecciarossa and Frecciargento trains
- Frecciabianca trains

The first class book for high-speed Frecciarossa allows you reserving also 1[^] Business and the second class one also in 2[^] Standard.

The book is nominative and can be purchased only if you have the CartaFreccia. If you don't have this card you can ask for it and use the temporary code that will be given you to carry out the purchase.

You can buy the book in ticketless mode at ticket offices, travel agencies, and self-service points, on this site or calling the Call Centre (toll number).

The Book offers you a reduction of 20% on the Basic price applied on 10 travels by trains on the chosen relation.

Before each travel, you have to make the reservation using the book code at any ticket office, issuing agency, self-service point, call centre and on this site.

You have to make the reservations by 180 days from the date of the book issue (by 90 days for books purchased before September 13th, 2012) for departures within the time limits of reservation of trains (more info). At the expiry of the 180 days you cannot use the remaining reservations anymore. The ticket cannot be issued if the seat is not guaranteed and it's not possible to reserve a seat on the sitting room.

The reservations can be used only by the book's holder.

Reservation change

The change of each reservation is allowed following [times and conditions of Basic tickets](#).

Booking change

Not allowed.

Ticket change

The change of a single ticket is not allowed.

Reimbursement

You can ask for the reimbursement with a reduction of 20% before starting using the book, at any ticket office or the issuing travel agency. The reimbursement of a single not-used ticket is not allowed.

If you cannot travel due to reasons imputable to Trenitalia, by order of the Public Authority or because of a strike, you are entitled to a full refund of the value of the single ticket (one-tenth of the price of the book).

Access to another train

When on board, you have to show the CartaFreccia the book match with, communicate the book code and, if requested by the train crew, show a valid ID.

The same regularizations of basic tickets apply.

FAMILIA

The offer is dedicated to families composed of 2 – 5 people that include at least an adult and a 15 years old kid, it includes the reservation of the ticket (free of charge) and the following discounts:

50% (30% for bunks and sleeping cars) for kids aged up to 15

20% for the others

The minimum price, after discount, of at least 10 Euros for each component aged over 15, notwithstanding the minimum fares of the used train.

The offer is for limited seats that can change depending on the day, train and class or service level. The discounts do not cumulate with other reductions.

The ticket cannot be issued if the seat is not guaranteed and it's not possible to reserve a seat on the sitting room.

To enjoy the offer you have to show a valid ID proving your age or, for kids under 15, a birth certificate or replacement documentation, including the self-certification of one of the parents or whoever takes his/her place, attesting the age of the kid.

The Familia offer allows you gaining Cartafreccia points for the entire period written on the ticket of the group. On board, you have to show your Cartafreccia used for the ticket issuing and an ID.

Trains and services

ICN, Espresso, bunks and sleeping wagons. Excelsior wagons are excluded.

Reservation change

It can be made once from the day of issue up to the train departure time for the seats available for the Familia offer:

on this site (only for tickets purchased on-line);

at station's self-service points; calling the issuing agency or Trenitalia's Call Centres (toll numbers);

at station's ticket offices or authorized travel agencies.

The change of reservation is free of charge. Agencies may ask for a compensation for this service.

If there are no seats available for the Familia offer, you have to change the ticket.

The same procedures apply to Ticketless: in this case you can only ask for the change in ticketless mode without the possibility of printing the paper ticket.

Ticket change

You can do it once from the day of the ticket issue up to the train departure, paying the possible price difference, at any ticket office or the travel agency where you bought it (web agencies excluded), compatibly with their opening hours, and on this site only for tickets purchased on www.trenitalia.com (except those travels including at least an International train). For tickets purchased on www.fsitaliane.it, the change can be made only at ticket offices.

Reimbursement

If you no longer intend to use your ticket and renounce to travel, you can ask for a reimbursement:

before departure of the train, with a deduction of 20%. You cannot be refunded after the train departure. If you interrupt the travel, you cannot ask the ticket reimbursement.

Access to another train

With a Familia ticket, you can also access, for the same relation, directly to another train of the same category up to one hour before and one hour after departure of the booked train by paying an extra-charge of 8 Euros. Please remind that you have previously to ask to the train crew. If there are no other trains available of the same category as the one you booked by one hour after your train has left, you can travel, at the same above conditions, even later on the first train of the same category or lower to arrive to destination.

If you travel in a period other than the allowed one, you are considered without ticket.

If the price you paid is equal or higher than what due for the used train and for the extra-charge, you won't have to pay any difference but you are not entitled to a refund of any extra-charge. If you travel in a period other than the allowed one, you are considered without ticket. If you are a ticketless traveller, you cannot access to Regional or International trains (except trains Italy-Switzerland for routes within the National territory). In case you travel on those trains, you'll be considered as "without ticket" and you'll have to pay what due for it.

NIGHT&HIGH SPEED

Special prices for:

connections to/from Sicily/Calabria by night train on seat (for connection to/from Calabria) or in bunks or sleeping car, and on high-speed network (some destinations of Frecciarossa or Frecciargento trains) with interchange in Rome or Naples and vice-versa, only in 2[^] class or 2[^] Standard;

connections to/from Puglia by night train on seat or in bunks or sleeping car, and on high-speed network (some destinations of Frecciarossa or Frecciargento trains) with interchange in Bologna and vice-versa, only in 2[^] class or 2[^] Standard. Excelsior wagons are excluded.

The offer is not subject to limitation of seats. You can buy it until the time of departure of the first train of the travel solution, at the ticket offices, the authorized travel agencies, self-service points, on this site and by calling the Call Centre (toll number).

Special price reductions do not apply except for the one for kids and the minimum fares for the used train. The ticket cannot be issued if the seat is not guaranteed.

To use both night and high-speed trains, you must have a valid identification document (corresponding to the name shown on your ticket for night bunks and sleeping cars). However, you can make the change of the name on the first train used (the night train or the high-speed one), paying an extra-charge of 8 Euros (in this case you will also have to exhibit on the next train the ticket that has been issued for the regularization).

Reservation/ticket change

You can change the reservation only following the modalities for ticket change.

You can change the ticket, only for the whole travel solution, an unlimited number of times from the day of issue of the ticket until the first booked train's departure by paying the possible difference, at any ticket office or the travel agency where you bought it (web agencies excluded), compatibly with their opening hours, and on this site.

Reimbursement

If you no longer intend to use your ticket and renounce to travel, you can ask for a reimbursement for the whole travel solution before departure of the first booked train, with a deduction of 20%. After that term, the ticket cannot be reimbursed. You can ask for the reimbursement of the printed ticket at any ticket office or the travel agency where you bought it compatibly with their opening hours. There shall be no refund for tickets costing 10 Euros or less per traveller.

Access to another train

Not allowed. If you use the ticket in a day or on a train different from the reserved one, you are considered as "without ticket".

When on board, you have to show, together with the tickets issued for the offer, a valid ID. If you do not have it, you'll be regularised by paying the difference between the price already paid and what due plus 25 Euros for bunk service or sleeping car and 8 Euros for seats.

If you catch a night train without having the ticket for the high-speed train and vice-versa, you'll be regularized by paying the difference between what already paid and what due at full price plus an extra-charge of 8 Euros.

WEEK-END ROUND TRIP

It allows you buying tickets for round-trip travels to be made during a week-end on Saturday (to) and on Saturday (from) on the same relation, train category and class or service level. The offer is valid for all high-speed Frecciabianca Frecciarossa and Frecciargento, as a promotion and until further notice, with the following fixed prices based on the relation:

69,00 Euros in 2^a class Standard level and 89,00 Euros in 1^a class Business level;

109,00 Euros in 2[^] class Standard level and 149,00 Euros in 1[^] class Business level. 79,00 Euros and 129,00 Euros for Premium level;

159,00 Euros and 259,00 Euros for Executive level.

These prices do not apply to those relations for which a lower round trip price is expected.

The offer is valid for travels made with a single train and cannot be cumulated with other reductions, included the one for kids.

You can buy the offer up to midnight of the day before departure of the chosen train at the station's ticket office, the authorised travel agencies, self-service points, on this site and calling the Call Centre (toll number), even in ticketless mode.

The ticket cannot be issued if the seat is not guaranteed and it's not possible to reserve a seat on the sitting room.

Reservation change

It can be done once for each (round trip) ticket from the issuing day and up to the departure time of the booked train, in case of availability of seats dedicated to the offer and only to change the time of departure with the same category of train or service purchased:

on this site (only for tickets purchased on-line);

on station's self-service points; calling the issuing agency or Trenitalia Call Centres (toll numbers); at the station's ticket offices or authorised travel agencies.

The change of reservation is free of charge. Agencies may ask for a compensation for this service.

The departure date change is not allowed.

Ticket change

Not allowed.

Reimbursement

Not allowed if you renounce to travel.

Access to another train

Not allowed. If you use the ticket in a day or on a train different from the reserved one, you are considered as "without ticket".

SPECIALE 2X1

It allows you travelling with a one-way ticket valid for two people at the full Basic price for one person, in 1[^] and 2[^] classes, Business, Premium and Standard service levels, on all National trains for journeys on Saturdays and during some days/celebrations.

Regional trains, Executive levels and bunks, sleeping cars and Excelsior are excluded.

You can buy the offer up to midnight of the day before departure of the train at the station's ticket office, the authorised travel agencies, self-service points, on this site and calling the Call Centre (toll number).

The offer is for limited seats that vary depending on trains and class or service level.

The offer is valid for travels made with a single train and cannot be cumulated with other reductions, included the one for kids.

The ticket cannot be issued if the seat is not guaranteed and it's not possible to reserve a seat on the sitting room.

Reservation change

Not allowed.

Ticket change

Not allowed.

Reimbursement

Not allowed.

Access to another train

Not allowed. If you use the ticket in a day or on a train different from the reserved one, you are considered as "without ticket". If you do not comply with the conditions of the offer (e.g. one of the two travellers is not present), on board you'll be regularized with the payment, for each traveller, of the difference between the amount paid (50% discount) and the provisions for the train used for a one way trip - full Basic price plus the extra-charge of 8 Euros.

CARTAFRECCIA SPECIAL

It allows you buying one way tickets with a discount of 50% to be used only on Tuesdays, Wednesdays Thursdays from 11:00 to 14:00, on all high-speed Frecciarossa and Frecciargento, Frecciabianca and Intercity, in 1[^] and 2[^] classes, Business, Premium and Standard service levels. Night trains and Executive service level are excluded, notwithstanding minimum fares for the used train.

You can buy the offer up to midnight of the day before departure of the train.

To enjoy the offer you must owe a CartaFreccia of any type (definitive or temporary) and you have to enter your personal code (nine figures) in the sales system for the ticket issue.

The offer is for limited seats that vary depending on trains and class or service level.

The offer is valid for travels made with a single train and cannot be cumulated with other reductions. The ticket cannot be issued if the seat is not guaranteed and it's not possible to reserve a seat on the sitting room.

Reservation change

Not allowed.

Ticket change

Not allowed

Reimbursement

Not allowed.

Access to another train

Not allowed. If you use the ticket in a day or on a train different from the reserved one, you are considered as “without ticket”.

On board, you'll have to show your paper or digital CartaFreccia (definitive or temporary) used for the ticket issuing and an ID.

If you do not have the CartaFreccia, on board you'll be regularized with the payment of the difference between the amount paid and the provisions for the train used for a one way trip - full Basic price plus the extra-charge of 8 Euros.

However, during the test stage and until further notice, you can obtain the annulment of regularization given in the report issued on the train, exhibiting, within 3 days of the notification, at any Trenitalia ticket office, your CartaFreccia valid at the time of regularization, and paying 5 Euros for administrative expenses. In this case, you'll pay nothing on board.

BIMBI GRATIS: FREE-OF-CHARGE TICKETS FOR KIDS

The offer is dedicated to families composed of 2 – 5 people that include at least an adult and a 15 years old kid travelling together and includes:

free-of charge ticket for kids aged up to 15

the full Basic price for the used train and service for the other components of the group.

The offer is valid for all high-speed Frecciarossa and Frecciargento, Frecciabianca and Intercity, in 1[^] and 2[^] classes and in Business, Premium and Standard service levels. Night trains and Executive service level are excluded.

To enjoy the offer, you have to show a valid ID proving your age or, for kids under 15, a birth certificate or replacement documentation, including the self-certification of one of the parents or whoever takes his/her place, attesting the age of the kid. The offer is for limited seats that can change depending on the day, train and class or service level. The discounts do not cumulate with other reductions. The ticket cannot be issued if the seat is not guaranteed and it's not possible to reserve a seat on the sitting room.

Reservation change

It can be made once from the day of issue up to the train departure time for the seats available for the offer:

on this site (only for tickets purchased on-line);

at station's self-service points;

calling the issuing agency or Trenitalia's Call Centres (toll numbers);

at station's ticket offices or authorized travel agencies.

The change of reservation is free of charge. Agencies may ask for a compensation for this service. If there are no seats available for the offer, you have to change the ticket.

Ticket change

You can do it once from the day of the ticket issue up to the train departure, paying the possible price difference, at any ticket office or the travel agency where you bought it (web agencies excluded), compatibly with their opening hours, and on this site only for tickets purchased on www.trenitalia.com.

Reimbursement

If you no longer intend to use your ticket and renounce to travel, you can ask for a reimbursement:

before departure of the train, with a deduction of 20%. You cannot be refunded after the train departure. If you interrupt the travel, you cannot ask the ticket reimbursement.

Access to another train

With a free-of-charge ticket for Kids, you can also access, for the same relation, directly to another train of the same or different category or different class or service up to one hour before and one hour after departure of the booked train by paying an extra-charge of 8 Euros. Please remind that you have previously to ask to the train crew. If there are no other trains available of the same category, you can travel, at the same above conditions, even later on the first train of the same category or lower to arrive to destination.

If you travel in a period other than the allowed one, you are considered without ticket. If you are a ticketless traveller, you cannot access to Regional or International trains (except trains Italy-Switzerland for routes within the National territory). In case you travel on those trains, you'll be considered as "without ticket" and you'll have to pay what due for it.

REDUCTIONS FOR KIDS

Kids under 4 years old travel free-of-charge both in first and in second class, but do not have the right to have a seat. Kids under 15 years old (15 years old is the age from the day after the anniversary of birth) can occupy a seat and travel with a discount of 50% or 30% for sleeping cars and bunks.

WARNING: for journeys on Regional trains, kids up to 12 years old have a 50% discount on the full price of the ticket. Different conditions may be applicable on a Regional base with Regional/Provincial fees.

REIMBURSEMENTS FOR REASONS ATTRIBUTABLE TO TRENITALIA FOR NATIONAL TRAINS

Totally unused ticket:

you can be fully refunded (with no reduction) if you couldn't use the ticket for one of the following causes:

- a) when the train leaves at least one hour late;
- b) when you cannot travel by order of the Public Authority;
- c) when, based on the experience of Trenitalia, is objectively foreseeable that the delay of the arrival at the final destination stated in the ticket is more than 60 minutes after the scheduled time and you do not want to begin your journey using alternative means or do not intend to continue and request to go back to the departure station or other intermediate location of its choice;
- d) the train or the bunk car or the sleeping car or Excelsior or the car/motorcycle service foreseen for the booked train are cancelled;
- e) when the seat you have booked is not actually available or when, for unpredictable service reasons, the material used for the booked train is different from the one of the category the scheduled train belongs to or the class or the service used are lower than those which your ticket refers to;
- f) in case the bunk, sleeping car and Excelsior are different from the ones stated on your ticket or in absence of beddings;
- g) the ticket purchased on the site or via Call Centre (toll number) is delivered late.

In case of more tickets issued for the travel solution that you purchased to arrive to destination and the subject of the same contract of carriage, the reimbursement is made for all tickets that couldn't be used due to the impediment. In the event that the impediment relates to the one-way trip, you will be granted a full refund also for the return trip purchased together with the one-way one.

Partially unused ticket

You can obtain the reimbursement with no deduction of part of the ticket price in one of these cases:

- a) when the travel is hindered by order of the Public Authority, or by the interruption of the line, or by the cancellation of the train/s you had to catch to continue your journey, or by the missing coincidence due to the delay of a National train and the arrival time to the final destination is less than one hour and you do not want to travel with alternative means put at your disposal;
- b) when, based on the experience of Trenitalia, is objectively foreseeable that the delay of the arrival at the final destination stated in the ticket is more than 60 minutes after the scheduled time and you do not want to keep on travelling using alternative means or do not intend to continue but you do not request to go back to the departure station;
- c) when, for unpredictable service reasons, the material used for the booked train is different from the one of the category the scheduled train belongs to or the class or the service used are lower than those which your ticket refers to, or when the purchased bunk or sleeping car or Excelsior are not available due to Trenitalia.

How to ask for the reimbursement

You can ask for the full reimbursement of the ticket at the station's ticket office when the impediment to travel occurred.

You can ask for the partial reimbursement of the ticket:

at the station's ticket office when the impediment to travel occurred;

at the arrival station, after getting off the train, when the class or the service level or the category of the used train are lower than the one indicated on your ticket, or when the purchased bunk, sleeping car or Excelsior are not available due to Trenitalia.

In case you have purchased a ticket on the site or via Call Centre (toll numbers) and not collected yet, or if you are a ticketless traveller, you can ask for:

the full reimbursement without deductions by contacting the Call Centre or sending a e-mail message to rimborsi@trenitalia.it, specifying the reservation ID code (PNR);

the partial reimbursement without deductions exclusively by contacting the Call Centre (toll numbers). Tickets partially purchased with a voucher cannot be reimbursed.

REIMBURSEMENTS FOR REASONS ATTRIBUTABLE TO TRENITALIA FOR REGIONAL TRAINS

In case of non-use due to:

cancelation of the train or departure delayed of at least one hour

strike of State Railways personnel (from the strike declaration time and by 24 working hours after the end of the strike)

Public Authority order

lack of seat available in the class of the issued ticket

The full reimbursement of the ticket can be required at any ticket office even if the ticket has been already punched.

The ticket office directly reimburses the ticket when the request for full refund can be verified: otherwise, the office will forward the written request to the Regional Supervision in charge.

In case the office is closed or if there is no office present, the request must be send in writing to the Regional Supervision in charge enclosing the original copy of the ticket.

Totally unused ticket

The reimbursement is full, even if the ticket has been already punched.

Trenitalia's personnel must verify the non-use of the ticket when the circumstance hindering the travel arises.

Partially unused ticket

- a) for a part of the journey, the traveller must put at Trenitalia's personnel attention the impossibility of continuing travelling when the interruption occurs. It's possible to refund the difference between the full price paid and what due for the distance travelled.
- b) if the class is lower than the reserved one, the traveller deserves the full reimbursement of the price difference among the classes, for the lack of higher class on trains that, as per scheduled timetable, should have it.

Monthly subscription – In the event of line interruption with a duration of more than 10 days, with the authorization of the Regional Supervision in charge, and against return of the ticket during the period of interruption, the traveller deserves the full reimbursement at any ticket office or travel agency of as many thirtieths of the paid price as the residual validity days of the ticket itself. Special rules may be provided for by the individual regional rates.

Annual subscription - In the event of line interruption with duration of more than 10 days, against return of the ticket during the period of interruption, the traveller deserves the full reimbursement of as many twelfths of the paid price as the full unused months. For the determination of the individual monthly periods of validity, refer to the start date of the validity. Special rules may be provided for by the individual regional rates.

Reimbursement not allowed

The reimbursement is not allowed for:

- tickets purchased with a bonus, for the part of the bonus itself;
- one-way tickets purchased on-line (excluding strike and wrong purchase)
- subscriptions purchased on-line (excluding wrong purchase)
- one-way tickets and books of overall price for travel to and from Fiumicino Airport (1 ter)
- supplements for bikes
- kilometric tickets and subscriptions
- tickets and subscriptions with sticker vouchers
- tickets and subscriptions (excluding the annual subscriptions) declared lost, destroyed or stolen

Reimbursement method

The reimbursement request can be made by:

the owner of a non-nominative ticket

the owner of a nominative ticket or considered so for the elements contained in it

for groups, the organizer of the trip, the group leader or, in the case of partial reimbursement, the single component of the delegates of the entitled

The reimbursement request can be made to:

the enabled ticket offices, excluding the provided exceptions

the issuing agency, in case the customer renounces to travel

the station's enabled ticket office where the travel interruption occurred

the enabled ticket office of the departure station for the request of reimbursement made within 30 minutes from the punching

the enabled ticket office of the site where the fact hindering the travel or its prosecution occurred, for the requests of full reimbursement due to causes imputable to State Railways or by order of the Public Authority. In case the office is closed or not present, the hindrance must be certified by Trenitalia's personnel note written on the ticket

the Regional Supervisions for special trains

the Regional Supervision by mail, in case the office is closed or not present. The sending of the request, together with the original ticket, must be made from the departure site or where the ticket had been issued, provided that it is not the same of the arrival site, and must be made within 24 hours from the event.

The reimbursement request can be presented:

orally

if the ticket can be reimbursed on receipt without the need of other additional deepening in writing (plain paper for requests from unmanned stations or with the specific request form) if the reimbursement is required:

- a) due to a ban of the Public Authority or due to State Railways that cannot be immediately verified by the ticket office
- b) for special trains
- c) during ticket offices closing hours

In both cases, the original tickets must be delivered and a ID must be shown, together with any other document proving the right to be refunded.

The reimbursement request must be presented by:

the period of the ticket use, anyway before punching

30' from the punching, provided that the reimbursement request is presented at the enabled ticket office of the departure station

The reimbursement is made:

cash, in case of oral rebus, at the ticket office or the issuing travel agency

with a check, bank transfer or bonus issued by the Offices in charge

with the issue of tickets of equal typology by the Regional Supervisions in charge (kilometric ticket or with stickers if the reimbursement affects a ticket with supra-regional application) for tickets and subscriptions purchased on-line, if possible.

REIMBURSEMENT

REIMBURSEMENT DUE TO RENOUCE TO TRAVEL FOR NATIONAL TRAINS

If you renounce to travel and if the typology of your ticket allows it, you can ask for refund with the application of a deduction on the paid price.

Some examples:

Ticket type	Deduction	Limits and types
Basis	20%	Up to departure time of the reserved train
	100%	After departure of the reserve train, the reimbursement is not allowed
Economy	100%	Reimbursement is not allowed
Super Economy	100%	Reimbursement is not allowed
Familia Offer	20%	Up to departure time of the reserved train
	100%	At the expiration
Offers Round-trip in a day Round –trip in a week-end	100%	Reimbursement is not allowed
Ticketless (purchased on-line, via Call Centre, travel agency, self service point)	Same deductions provided by the different types of ticket	Before departure, the reimbursement can be required to the call centre, by sending an e-mail to rimborsi@trenitalia.it (specifying the details of the ticket) or, only for those tickets purchased on-line, through the function “On-line reimbursements” you can find on this site. As far as Ticketless issued by a travel agency or a self-service point is concerned, you can ask for the reimbursement to a issuing agency or to the ticket office or, in case the agency or the office are closed, by contacting the Call Centre (toll number). After departure, the reimbursement is not allowed.

Reimbursement of subscriptions:

Ticket type	Deduction	Limits and types
Monthly and weekly subscriptions (all categories of trains)	100%	Reimbursement is not allowed
Annual subscription (regular)	5%	In case of use for a limited period, reimbursement of as many twelfths of the paid price as the full unused months (fractions of month shall be considered as a full month).
	100%	At the expiration

How to ask for reimbursement

Before the departure time of the booked train:

- a) if you have a ticket or if you are a ticketless traveller with a ticket issued by an agency or a self-service point (in the latter case only if paid cash or ATM), you can ask for reimbursement at any ticket office or at the issuing travel agency (or if ticketless issued by a web agency it's also possible to contact the Call Centre – toll numbers);
- b) if you are a ticketless traveller and purchased the ticket on-line or via Call Centre, or if you have bought a ticket to be collected at a self-service point (for those travel documents that do not allow a ticketless purchase) you can ask for reimbursement:
by contacting the Call Centre; by sending a e-mail to rimborsi@trenitalia.it indicating the PNR reservation code of the tickets to be refunded or enclosing the payment receipt; by using, only for tickets purchased on-line, the function "Reimbursement" to be found in the dedicated area of this site (for tickets purchased on www.fsitaliane.it and via e-commerce services, reimbursements can be made only for the whole purchase in relation to the route and the number of travellers);
- c) if you have purchased the ticket on this site and collected it at the self-service point (this function is available only for all tickets excluded ticketless), you have to show the ticket to any station's ticket office;
- d) if you have purchased a ticket paying by credit card at a self-service point, you have to present a written reimbursement request to the ticket office of the station of the issuing self-service point.

After departure time of the booked train, the reimbursement for travel renounce is not allowed. The reimbursement of a ticket issued following a change of date made after the departure of the formerly booked train is not allowed.

WARNING - Tickets costing 10 Euros or less per traveller are non-refundable for cancellation of the trip.

The amount to be reimbursed for each traveller is calculated by applying the percentage, as appropriate, rounded to the nearest 5 cents higher.

- In case of travel documents bought on this site or via Call Centre by credit card, the reimbursement is made by re-debit on the credit card used for the purchase.

If tickets have been purchased by credit card through self-service points and in all cases where the reimbursement requires an investigation of the circumstances that led to the request by the offices in charge: refund will be made by bank transfer to the bank account indicated in the application for refund or, on your request, by non transferable cheque sent by post.

- In the case of nominative tickets, the refund can be requested only by the ticket holder indicated when purchasing it or a person specifically delegated by the proprietor.

Journey of a smaller number of people for a ticketless

If you are a ticketless traveller, you can apply for partial reimbursement for travel cancellation of one or more travellers by contacting the Call Centre (toll numbers). If the Call Centre is unable to do so because of the exhaustion of the seats, you can get a refund after travelling alerting the crew so that they will change in the system the number of people who have travelled. For tickets purchased on www.trenitalia.com, refund can also be made on-line by visiting the dedicated area of the site.

For all other types of ticket, you must ask for the change of the ticket.

Tickets purchased on-line with payment at Sisal points, shops of Lottomatica circuit, using Poste Mobile or at the Unicredit ATM.

The refund shall be made in accordance with the rules laid down for payment in cash upon delivery of a paper ticket that you have withdrawn. In case of ticketless, you must go to the station's ticket office or the issuing travel agency.

Reimbursement request in case of closure of the ticket office or issuing travel agency

If you need to submit the request for reimbursement related to paper tickets (or ticketless purchased at the self-service point) for high-speed trains of the National service, Frecciarossa and Frecciargento, Frecciabianca, IC, ICN, Espresso, bunks, sleeping cars, Excelsior), at an unmanned station or when the ticket office temporarily closed, you have to contact the Call Centre (toll numbers), as required by the type of ticket, indicating the type of refund claimed and all the details necessary to process the refund. The Call Centre operator will record your personal details and time of the request and tell you the address of the Refunds Centre to which you have to send, within 24 working hours after the request, the original ticket (or in the case of ticketless, indicating the PNR).

If you have to ask for a refund during the closing time of the issuing agency, in accordance with the terms provided by your type of ticket, you can go to the station's ticket office or contact the Call Centre communicating the type of required reimbursement and all the necessary details to process the refund and send, within 24 working hour, to the office in charge the Call Centre will communicate you over the phone, the request in writing, enclosing the original paper ticket or the identification code (PNR) if ticketless (in the case of ticketless issued by a web agency you must use the appropriate form downloadable on this site to request a refund).

The office in charge, upon receipt of your completed application for reimbursement, will settle the claim, taking as reference of the date/time of submission the data received from the Call Centre to assess the legitimacy of the request and the application of any deduction.

PLEASE REMIND THAT IT'S NOT POSSIBLE TO REFUND (due to the traveller):

lost, destroyed and stole tickets;

subscription tickets, except in the cases expressly provided; the reservation of seats;

commercial papers; books for subscribers; tickets issued on the basis of promotional offers that do not explicitly provide for the reimbursement; free tickets issued for whatever reason;

the amounts due for the reservation for the exclusive use of compartments and wagons; additional amounts paid for the payment of pre-reserved tickets with PostoClick, for home delivery of tickets and the amounts paid as compensation for the sales activities of travel agencies. Tickets for the part purchased with the discount voucher.

Reimbursements and special circumstances

Refunds requested for special circumstances, which must be evaluated from time to time, must be submitted in writing: to this end, the ticket office will provide you with the appropriate forms for the request, which will be forwarded to the offices in charge. The refund must be authorized and, if successful, you will be paid in the manner you've chosen from among those listed in the application form.

The seat reservation is refundable only if the reservation has not been made or if not used due to causes attributable to Trenitalia, in which case the refund is full.

If you need to submit the request for reimbursement related to paper tickets for medium and long distance trains at a unmanned station or during temporarily ticket office closure, you have to contact the Call Centre (toll numbers) and follow the procedures set out above (see "Unmanned station or ticket office closed").

REIMBURSEMENT DUE TO RENOUCE TO TRAVEL FOR REGIONAL TRAINS

The sum to be repaid is always less a deduction of 20%, unless otherwise provided by the individual rates. Only the regional annual subscription can be repaid before the start of the validity, with the application of a 5% deduction.

In case of use for a limited period of its overall validity, the reimbursement will be equal to the difference between the price paid and the price payable for one or more subscriptions (rate 40) for the period of use considering the fraction of a month as a full month with the application of a deduction of 5%.

There shall be no refund if the sum to be paid, after the application of the deduction, is equal to or less than 8 Euros per traveller.

Special rules may be provided for certain types of tickets, for promotions or fidelity programmes, in relation to sales channels or methods of payment.

Totally unused ticket

The reimbursement has to be requested to any enabled ticket office or the issuing agency within the period of use or the validity limits, anyway before punching it. The refund of the punched ticket is allowed if the request is presented to the ticket office of the departure station within 30 minutes from the punching time.

Partially unused ticket

The traveller can ask, before the validity expiry date of the ticket, for the reimbursement of the difference between the full price paid and the price due for the travelled route, in the following cases:

- a) when the passenger does not intend to travel with alternative means put at his/her disposal by Trenitalia, for the missing coincidence due to the delay, the cancellation of the train or service interruption
- b) unless otherwise provided by the individual rates, when the traveller, for his/her own reasons, cannot continue the journey, provided that the interruption, when occurred, is brought to Trenitalia's crew attention and the cause of the interruption is proven.

Ticket used by a lower number of people

The traveller may require, prior to the use of the ticket, the partial reimbursement in case of travel cancellation of one or more passengers.

Travel in lower class

The traveller is not entitled to a refund in the event that voluntarily decides to use the lower class.

Ticket for Livestock

The ticket is refundable only if presented in conjunction with that issued to the traveller. The non-refundable amount (less than or equal to 8 Euros after the application of the deduction) must be calculated on the total amount.

Reimbursement for wrong purchase

The reimbursement for the purchase of two valid subscriptions payable to the same person on the same relation and in the same period is allowed.

Reimbursement not allowed

The reimbursement is not allowed for:

tickets purchased with a bonus, for the part of the bonus itself;

one-way tickets purchased on-line (excluding strike)

subscriptions purchased on-line (excluding wrong purchase)

one-way tickets and books of overall price for travel to and from Fiumicino Airport (1 ter)

supplements for bikes

kilometric tickets and subscriptions

tickets and subscriptions with sticker vouchers

tickets and subscriptions (excluding the annual subscriptions) declared lost, destroyed or stolen

Reimbursement method

The reimbursement request can be made by:

the owner of a non-nominative ticket

the owner of a nominative ticket or considered so for the elements contained in it

for groups, the organizer of the trip, the group leader or, in the case of partial reimbursement, the single component of the delegates of the entitled

The reimbursement request can be made to:

the enabled ticket offices, excluding the provided exceptions

the issuing agency, in case the customer renounces to travel

the station's enabled ticket office where the travel interruption occurred

the enabled ticket office of the departure station for the request of reimbursement made by 30 minutes from the punching

the enabled ticket office of the site where the fact hindering the travel or its prosecution occurred, for the requests of full reimbursement due to causes imputable to State Railways or by order of the Public

Authority. In case the office is closed or not present, the hindrance must be certified by Trenitalia's personnel note written on the ticket.

the Regional Supervisions for special trains

the Regional Supervision by mail, in case the office is closed or not present. The sending of the request, together with the original ticket, must be made from the departure site or where the ticket had been issued, provided that it is not the same of the arrival site, and must be made within 24 hours from the event.

The reimbursement request can be presented:

orally

if the ticket can be reimbursed on receipt without the need of other additional deepening

in writing (plain paper for requests from unmanned stations or with the specific request form) if the reimbursement is required:

- a) due to a ban of the Public Authority or due to State Railways that cannot be immediately verified by the ticket office
- b) for special trains
- c) during ticket offices closing hours

In both cases, the original tickets must be delivered and a ID must be shown, together with any other document proving the right to be refunded.

The reimbursement request must be presented by:

the period of the ticket use, anyway before its punching

30' from the punching, provided that the reimbursement request is presented to the enabled ticket office of the departure station

The reimbursement is made:

cash, in case of oral request, at the ticket office or the issuing travel agency

with a cheque, bank transfer or bonus issued by the Offices in charge

with the issue of tickets of equal typology by the Regional Supervisions in charge (kilometric ticket or with stickers if the reimbursement affects a ticket with supra-regional application) for tickets and subscriptions purchased on-line, if possible.